



100 Commerce Drive, Pittsburgh, PA 15275 / Phone: 800-223-8973 / Fax: 877-290-0394

FREQUENTLY ASKED QUESTIONS

Introduction:

1. Must I read the Broker-Carrier Agreement?

Yes. You should read the agreement before you sign it and after you sign it. You should make sure you understand all its terms before you sign it. Ask questions!! Do not assume!!

2. Am I an employee?

No. You are not an employee; you are an Independent Contractor.

Settlement:

3. How often are settlements paid, and when are my documents/POD's/BOL's due?

All originals submitted by Saturday, 12:00 p.m. EST, are settled on the following Tuesday.

*NOTE: Payment is made only on receipt of original documents.

4. How do I ensure that loads are paid?

Submit via Transflo App to Final Mile Solutions Group, LLC within 20 minutes of delivery. Then mail all originals to 100 Commerce Drive, Pittsburgh, PA 15275.

5. What happens if I do not complete the opportunity I accepted?

You will forfeit payment and be liable for any damages incurred/or the cost replacing you for that opportunity.

6. What do I do if I have an issue with my settlement? For example, missing loads, driver rate is different, or other?

Email: FinalMileSettlements@paradigmtmq.com. Be sure to include Date, Load #, To & From.

7. How/when will I receive my settlement check?

If you are performing service for a client on a routine basis within the local market, your settlement will be delivered to the client's place of business. If you are performing deliveries for a client at night, your settlement will also be delivered to the client's place of business, or it will be available at our office the day after, if and only if you had communicated to us at FinalMileSettlements@paradigmtmq.com 24 working hours prior to 4 p.m. on the settlement date.

8. What is an escrow account?

Your escrow account is a financial arrangement where Final Mile Solutions Group, LLC collects and holds funds up to \$500.00 for the purpose of insuring compliance. These funds can be used for items such as claims, taxes, fees, fines, penalties, damages, or other expenses incurred. Upon termination of your agreement, any of your unused escrow will be returned to you within 45 days after the completion of your last run.

9. Will I receive instructions from Final Mile Solutions Group, LLC about when, where, or how I am to complete the opportunity?

No. You must rely on your own experience and background.

10. Will I receive training from Final Mile Solutions Group, LLC?

No. You must rely on your own experience and background.

11. What if I employ other or contract with independent contractors?

Those persons are your responsibility. Final Mile Solutions Group, LLC is not responsible for paying any wages, tips, bonuses, compensation, or contract payments to such persons or any taxes associated with such accounts. In addition, you are responsible for securing all legally required insurance and licenses for such persons. You warrant this person meets company MVR guidelines and a Driver Application must be submitted to Final Mile Solutions Group, LLC.

12. Will I have a guaranteed notice of client opportunities?

No. There is no guarantee that you will receive any type of continuing notice of client opportunities.

13. Will I provide any services at Final Mile Solutions Group, LLC Delivery offices?

No.

14. Will I be reimbursed separately for any travel or business expenses?

No. You are responsible for all costs and expenses you incur in connection with completing a client engagement.

15. Will Final Mile Solutions Group, LLC furnish a vehicle or any tools?

No. You will need to provide your own vehicle and tools.

16. Will Final Mile Solutions Group, LLC provide me with any equipment?

No.

17. Who is responsible for paying for repairs and maintenance to my truck or other equipment?

The Independent Contractor executing the contract.

18. Who is responsible for paying any applicable income, Social Security or property taxes on the compensation I receive?

The Independent Contractor executing the contract.

19. What kind of insurance must I maintain?

The Independent Contractor Agreement sets forth the insurance limits you must maintain.

20. By signing the Broker-Carrier Agreement, am I restricted in performing similar services for another client and/or does the document have a non-compete within it?

No. There is not a non-compete in the Independent Contractor Agreement presented to you. You are free to perform services for any company/entity you wish providing you did not come to know them through an introduction while performing services under this Broker-Carrier Agreement.

21. What if a client or client staff member dispatches me on a load?

In order to be compensated for the load, you must call and notify dispatch immediately.

Termination of Independent Contractor Agreement:

22. Can Final Mile Solutions Group, LLC discharge me?

No. You are not an employee. Final Mile Solutions Group, LLC can terminate the Broker-Carrier Agreement.

23. What happens to any unpaid contract amounts if the Broker-Carrier Agreement is terminated?

You will be paid only that amount you have accrued prior to termination of your agreement subject to any offsets, credits, penalties, fines, or damages. You will not be paid any amount that has not accrued or that is reduced by offsets, credits, or damages.

Conclusion:

We hope that these answers are helpful. They are not a substitute for you reading the Broker-Carrier Agreement and all other relevant documents.