



## Business partner verification checklist

### Security package TimoCom Secure – protection against cargo theft and fraud

#### TimoCom's task:

- TimoCom checks all necessary documents of new customers before they can enter the freight exchange.
- TimoCom enables access to the system only with the security software TC Login.

#### Your task:

- Ensure that the TimoCom ID (equals customer number) and the entered contact details from your business partner's transport order correspond to the data in TC Profile®.
- To be sure that the planner uses TC Truck & Cargo®, ask for an e-mail to be sent to you from the respective offer.
- Please follow the TimoCom Secure security advice on the website.
- Are you still unsure about anything? If so, contact our special TimoCom Assist hotline about anything related to security on **+49 211 88 26 88 26!**
- Should you have grounded doubt about your potential business partner's integrity, you can contact the TimoCom Identify team. The following criteria have to be met and the relevant documents need to be provided:
  1. Fully completed order form indicating the reasons for your doubt
  2. Copy of the company documents obtained from the business partner
  3. Print of the offer in TC Truck & Cargo® sent to you by the potential business partner

Find the order form and further information on TimoCom Identify in the "Security" section of our website. Email the complete documents to **identify@timocom.com** or fax to **+49 211 88 26 50 00**.

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