



July 22, 2016

To Our Valued Motor Carrier Customers,

Please note that effective August 1 2016, Flexi-Van Leasing, Inc. will not be accepting disputes for motor carrier invoices that have aged more than 60 days from date of issuance. In addition please note that disputes need to be logged via our Online Dispute Portal in our Chassis Supply Management System (CSM). If you need assistance setting up your CSM account, please contact FVLI Motor Carrier Customer Service CSMAdmin@flexi-van.com or 908-276-8000.

We are pleased to announce that our dispute resolution turnaround time has improved to an average of 10 days and we hope to improve it even further. We look forward to your cooperation with regard to submitting disputes to us within the 60 day policy timeframe so that we can continue to quickly provide resolution in accordance with our commitment to customer service.

Sincerely,
Flexi-Van Leasing Inc.