Dear Valued Contract Holder:

Welcome! I have included our Intermodal Service Provider Packet for your review and outlined some additional information that may assist you. Should you have any questions, please do not hesitate to contact us at 888.733.8430 or customerservice@tigercoolexpress.com.

Our Intermodal Service Provider Packet includes our W-9 Certificate, Certificate of Insurance, Credit Application, our Fuel Surcharge Chart and our Basic Transportation Agreement.

MC Certificate: #845868  
USDOT: #2450426  
SCAC Code: TGXU  
Certificate of Insurance: Attached. A minimum of $1,000,000 Auto Liability Insurance is carried by our drayage carriers. All have been vetted.  
Rules of Transportation: Our Rules of Transportation may be updated from time to time and will be available on our website for your review, http://www.tigercoolexpress.com/rules-of-transportation.  
Credit Application: Attached. Please complete and remit to us via email or fax.  
Fuel Surcharge Chart: Attached.  
Order Submittal: Orders may be submitted by email at loadtender@tigercoolexpress.com, or fax, 913.305.3558. EDI is also available.  
Invoicing: Invoices may be emailed, faxed or an EDI program may be set up. Please let us know your preference. Any questions regarding your payables, please contact Customer Service at 888.733.8430 or customerservice@tigercoolexpress.com.  
Terms: Invoices are due in 30 calendar days of invoice date.  
Remittance: Payment may be sent to TIGER COOL EXPRESS LLC  
P.O. Box 208160  
Dallas, TX 75320-8160  

We are looking forward to working with you. Should you have any questions, please do not hesitate to contact us.

Sincerely,

Your Tiger Cool Express Team
Tiger Cool Express LLC
Basic Transportation Agreement

This agreement dated ________________ is between Tiger Cool Express LLC (TCE), a Delaware Company with its corporate office located at 5750 West 95th Street, Suite 250, Overland Park, Kansas 66207; and _________________ the “Contract Holder”, a company organized and existing under the laws of ________________ with its corporate office located at _________________________________________________________________________________.

In consideration of mutual covenants and promises set forth in this agreement TCE and Contract Holder agree as follows:

1. **Description of Tiger Cool Express LLC**: TCE is a manager of refrigerated and dry intermodal transportation and equipment provider. It is not a common or contract carrier or freight provider. TCE works through specific train services offered by various railroads to approximate truckload transit times at a reduced cost presenting a distinct value proposition to Contract Holders requiring this type of service. Any law applicable to common or contract carriers or freight forwarders does not apply to the services offered under our Rules of Transportation.

2. **Contracts and the Rules of Transportation**: Clients are referred to as Contract Holders under these rules. Our underlying transportation services are contracted from Railroads, Draymen and Trucking Companies using TCE controlled equipment. The signatories of the Basic Transportation Agreement agree to abide by the TCE Rules of Transportation which can be found on the TCE website at www.tigercoolexpress.com and those of TCE’s underlying carriers. All carriers used by TCE to transport shipments have rules and charges respecting accessorial issues such as storage and detention. Unless these charges were caused by the sole act of TCE, the contract holder is responsible for accessorial charges.

3. **Effective Period**: This contract shall become effective on ______________ and shall continue for ______________ until ______________. Thereafter the contract will be automatically extended until cancelled by either party with thirty days written notice to the other party.

4. **Limitation of Liability**: The contract holder agrees that TCE is a manager of transportation and a provider of refrigerated equipment. It has no responsibility for loss or damage to the contract holder’s freight unless the loss or damage can be directly attributed to the negligence of TCE. TCE will assist the contract holder in prosecuting claims for loss or damage with the underlying carrier. Claims for less than $250 will not be filed. The maximum liability acceptable by a single contract holder’s shipment is $100,000 rated under the contract. Specific insurance may be purchased separately for loads. References to underlying carrier liability are provided in the TCE Rules of Transportation document.

5. **Fuel Surcharge**: TCE assesses a Fuel Surcharge on transportation rates using the Weekly National Average Retail On-Highway Diesel Price Index published by the Department of Energy.
6. **Rates, Charges and Credit:**

   A. Contract rates exist for their specific published duration.
   
   B. Fuel Surcharge rates change every Monday (unless Monday is a Holiday).
   
   C. Invoices are due to be paid within thirty (30) calendar days of the invoice date.
   
   D. Rates quoted by TCE include pick-up and/or delivery and are based on equipment drop off and pick up only unless other arrangements are agreed to in writing.
   
   E. Failure by contract holder to pay billed charges within the specified credit period will result in a lien by TCE on future shipments.
   
   F. The contract holder guarantees all freight charges including those which move on a freight collect basis.
   
   G. Motor Carrier or Uniform Bills of Lading will serve solely as a receipt indicating transfer of the shipment. Such documents do not constitute verification by TCE of the nature, condition, number, weight or volume of the shipment’s contents and these documents will not govern services managed by TCE.

7. Terms of this Basic Transportation Agreement, including its appendices and the underlying TCE Rules of Transportation, will govern the transactions between the Contract Holder and TCE until or unless they are replaced by an Individual Contract Holder’s Agreement to be negotiated between TCE and the Contract Holder.

The Parties have executed this agreement at _________________________ (designate place of execution) on ____________________________________.

<table>
<thead>
<tr>
<th>Contract Holder</th>
<th>Tiger Cool Express LLC</th>
</tr>
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<tbody>
<tr>
<td>Signed</td>
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<tr>
<td>Name</td>
<td></td>
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<tr>
<td>Title</td>
<td></td>
</tr>
<tr>
<td>Date</td>
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</tr>
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</table>
Electronic Credits (Incoming Funds)
Tiger Cool Express, LLC

Wire Transfer Instructions
Bank Name: Wells Fargo Bank, N.A.
Bank Address: 420 Montgomery, San Francisco, CA 94104
Account Title: Tiger Cool Express, LLC
Account Number: 4853097012
ABA/Routing Number: 121000248
CHIPS Participant: ABA 0509
Reference: Tiger Cool Express Invoice # must be provided

ACH Transfer Instructions
Bank Name: Wells Fargo Bank, N.A.
Bank Address: 420 Montgomery, San Francisco, CA 94104
Account Title: Tiger Cool Express, LLC
Account Number: 4853097012
ABA/Routing Number: 121000248
Reference: Tiger Cool Express Invoice # must be provided

Advice of Remittance notice must be sent to:

Jennifer.Balbo@tigercoolexpress.com
MBeasley@roarlogistics.com
Tiger Cool Express LLC
Credit Application

Date: _________________________
Client Name/Number: ____________________________________________________________

Customer Information
Legal Name of Business: __________________________________________________________
Trade Name(s)/DBA(s): _____________________________________________________________
DUNS Number: __________________________________________________________________
Blue Book Number (if applicable): __________________________
Requested Credit Limit: ___________________________ Estimated shipments per week? ____________

Billing Address
Address: _______________________________________________________________________
City: ___________________________ State: ___________________________ Zip: _________________
Phone: ___________________________ Fax: ________________________________

Corporate/Physical Address
Address: _______________________________________________________________________
City: ___________________________ State: ___________________________ Zip: _________________
Phone: ___________________________ Fax: ________________________________

Business Information
Fed Tax ID or SSN: ___________________________ Years in Business? __________________________
Business Type: ☐ Corporation ☐ Proprietorship ☐ Partnership
Company Officers: ___________________________ Title: _____________________________
Partners: ___________________________ Title: _____________________________
Name of person to contact for further credit information: _________________________________
Name of person to contact in accounts payable: _________________________________________
E-Mail address of accounts payable contact: ____________________________________________
Have you ever had capacity constrained due to slow or lack of payment? ________________
Bank Information
Name: ____________________________________________________________
Address: _________________________________________________________
City: __________________________ State: _______ Zip: __________
Phone: ________________________ Fax: _____________________________
Account #: ____________________ Officer: __________________________

Trade Reference 1
Name: __________________________________________________________
Address: _________________________________________________________
City: __________________________ State: _______ Zip: __________
Phone: ________________________ Fax: _____________________________
Account #: ____________________ Contact: __________________________

Trade Reference 2
Name: __________________________________________________________
Address: _________________________________________________________
City: __________________________ State: _______ Zip: __________
Phone: ________________________ Fax: _____________________________
Account #: ____________________ Contact: __________________________

1200 Trade Reference 3
Name: __________________________________________________________
Address: _________________________________________________________
City: __________________________ State: _______ Zip: __________
Phone: ________________________ Fax: _____________________________
Account #: ____________________ Contact: __________________________

I authorize Tiger Cool Express, L.L.C. to obtain credit information now and in the future in order to maintain an open account.

_________________________________  ____________  _______________________
Signature                  Date                  Printed Name (Authorized Signer)

Please send all credit requests to Jennifer Balbo, Credit Manager: Jennifer.Balbo@tigercoolexpress.com
Company Trade Name: Tiger Cool Express, LLC
Est Date: 2013
Address: 5750 W. 95th St. Ste. 250
Overland Park, KS 66207

Billing Address: 4741 World Houston Pkwy. Ste. 150
Houston, TX 77032

Accounts Payable: 281.227.8888 x114
Email: Sbeaty@roarlogistics.com
MCrouch@roarlogistics.com

Federal Tax I.D.: 80-0946371
DUNS Number: 07-916-5157

Company Website: www.tigercoolexpress.com
Phone: 913.305.3510  F: 913.305.3509

Banking Information: Wells Fargo Bank, N.A.
Account No: 4853097012
Contact: Tammy Henke
SVP Senior Relationship Manager
7500 College Blvd. Ste. 200
Overland Park, KS 66210
Phone: 913-234-2904
Fax: 913-234-2901

Trade References: Bonney’s Express, LLC
400 Franklin St. Ste. 302, Braintree, MA 02184
781.848.8411 F: 781.848.7311

Evans Delivery Co, dba West Contract
100-110 West Columbia St., Schuykill, PA 17972
708.985.3990 F: 708.385.3959

DiSilva Transportation
360 Beacham St., Chelsea, MA, 02150
617.887.1300 F: 617.887.1819
U.S. Department of Transportation  
Federal Motor Carrier Safety Administration  
1200 New Jersey Ave., S.E.  
Washington, DC 20590

SERVICE DATE  
January 30, 2014

LICENSE  
MC-845868-B  
U.S. DOT No. 2450426  
TIGER COOL EXPRESS LLC  
OVERLAND PARK, KS

This License is evidence of the applicant’s authority to engage in operations, in interstate or foreign commerce, as a broker, arranging for transportation of freight (except household goods) by motor vehicle.

This authority will be effective as long as the broker maintains insurance coverage for the protection of the public (49 CFR 387) and the designation of agents upon whom process may be served (49 CFR 366). The applicant shall also render reasonably continuous and adequate service to the public. Failure to maintain compliance will constitute sufficient grounds for revocation of this authority.

Jeffrey L. Secrist, Chief  
Information Technology Operations Division

BPO
W-9
Request for Taxpayer Identification Number and Certification

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

Tiger Cool Express LLC

2 Business name/described entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes.

☐ Individual/Family or sole proprietor or single-member LLC
☐ C Corporation
☐ S Corporation
☐ Partnership
☐ Trust/estate
☐ Limited liability company. Enter the tax classification (C or C corporation, S or S corporation, P Partnership) □

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) ________
Exemption from FATCA reporting code (if any) ________

(Applies to accounts maintained outside the U.S.)

Print or type.
See specific instructions on page 2.

5 Address (number, street, and apt. or suite no.) See instructions.

5750 W 95th Street, Suite 250
Overland Park, KS 66207

6 City, state, and ZIP code

7 List account number(s) here (optional)

Requestor's name and address (optional)

Part I Taxpayer Identification Number (TIN)
Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see How to get a TIN, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see What Name and Number To Give the Requester for guidelines on whose number to enter.

Social security number


Or Employer Identification number

80 09 46 37 1

Part II Certification
Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here
Signature of U.S. person □

Date □

General Instructions
Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form
An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

• Form 1099-DIV (dividends, including those from stocks or mutual funds)
• Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
• Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
• Form 1099-S (proceeds from real estate transactions)
• Form 1099-K (merchant card and third party network transactions)
• Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
• Form 1099-C (canceled debt)
• Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.

Cat. No. 10231X
## Certificate of Liability Insurance

**Producer:** The Leavitt Group of Atlanta, Inc.
2200 Century Pkwy
Suite 410
Atlanta, GA 30345

**Insured:** Tiger Cool Express, LLC
TCX Containers LLC / TCX HoldCo LLC
TCX Intermediate HoldCo LLC
5750 West 95th St., Suite 250
Overland Park, KS 66207

**Insurer A:** Nationwide Mutual Insurance Company
**Insurer B:** AMCO Insurance Company
**Insurer C:** Great American Insurance Company

### Coverages

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<tr>
<th>Insurer</th>
<th>Type of Insurance</th>
<th>Policy Number</th>
<th>Policy Effective Date</th>
<th>Policy Expiration Date</th>
<th>Limits</th>
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<td>3/26/2020</td>
<td>$1,000,000</td>
</tr>
</tbody>
</table>

**Date:** 3/21/2019

**Contact:** Nancy Kanak
2200 Century Pkwy
Suite 410
Atlanta, GA 30345

**Producer:** The Leavitt Group of Atlanta, Inc.
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Suite 410
Atlanta, GA 30345

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TCX Intermediate HoldCo LLC
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**Insurer B:** AMCO Insurance Company
**Insurer C:** Great American Insurance Company

**Certificate Number:** CL1931902702

**Revision Number:**

**This certificate is issued as a matter of information only and confers no rights upon the certificate holder. This certificate does not affirmatively or negatively amend, extend or alter the coverage afforded by the policies below. This certificate of insurance does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder.**

**Important:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

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Tiger Cool Express LLC

Temperature Control Fuel Charge

The following prescribed “percent of net revenue per vehicle use” surcharge shall apply and be added to the otherwise applicable freight.

<table>
<thead>
<tr>
<th>Fuel Price (cents/gal)</th>
<th>Adjustment Surchage (percent %)</th>
<th>Fuel Price (cents/gal)</th>
<th>Adjustment Surchage (percent %)</th>
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<td>28.57%</td>
</tr>
<tr>
<td>$2.04</td>
<td>$2.079</td>
<td>11.83%</td>
<td>$3.32</td>
<td>$3.359</td>
<td>29.11%</td>
</tr>
<tr>
<td>$2.08</td>
<td>$2.119</td>
<td>12.37%</td>
<td>$3.36</td>
<td>$3.399</td>
<td>29.65%</td>
</tr>
<tr>
<td>$2.12</td>
<td>$2.159</td>
<td>12.91%</td>
<td>$3.40</td>
<td>$3.439</td>
<td>30.19%</td>
</tr>
<tr>
<td>$2.16</td>
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<td>13.45%</td>
<td>$3.44</td>
<td>$3.479</td>
<td>30.73%</td>
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<td>$2.20</td>
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</tr>
<tr>
<td>$2.24</td>
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<td>$3.559</td>
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</tr>
<tr>
<td>$2.28</td>
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<td>15.07%</td>
<td>$3.56</td>
<td>$3.599</td>
<td>32.35%</td>
</tr>
<tr>
<td>$2.32</td>
<td>$2.359</td>
<td>15.61%</td>
<td>$3.60</td>
<td>$3.639</td>
<td>32.89%</td>
</tr>
<tr>
<td>$2.36</td>
<td>$2.399</td>
<td>16.15%</td>
<td>$3.64</td>
<td>$3.679</td>
<td>33.43%</td>
</tr>
<tr>
<td>$2.40</td>
<td>$2.439</td>
<td>16.69%</td>
<td>$3.68</td>
<td>$3.719</td>
<td>33.97%</td>
</tr>
<tr>
<td>$2.44</td>
<td>$2.479</td>
<td>17.23%</td>
<td>$3.72</td>
<td>$3.759</td>
<td>34.51%</td>
</tr>
</tbody>
</table>

The TCE fuel surcharge will be based on the national average using the Department of Energy Fuel Price Index. It will be calculated each Tuesday, and the resulting fuel surcharge percentage will become effective the following Monday unless Monday is a holiday in which case the new fuel surcharge will be effective on Tuesday.

The resulting surcharge percent will apply to net line-haul charges only; no surcharge shall apply to accessorial in the TCX Rules of Transportation.

Contract Holder Initial: ________________
Tiger Cool Express LLC  
**Accessorial Agreement**  

**Effective March 2nd, 2018**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Details</th>
<th>Cost</th>
</tr>
</thead>
</table>
| **Driver Detention / Stand by Time** | First 2 hours free  
First hour or any portion thereof  
Every quarter hour after  
Detention begins at the time of specific appointment (providing driver arrived on time) or at time of arrival for FCFS appointments within specified timeframe. Arrival time governed by Tiger Cool Express geofence passing records. | $100  
$25 |
| **Driver Assist** | Driver (un)loading – First hour, or any portion thereof  
Per 15 minutes thereafter  
Lumpers are actual cost per valid receipt + $25 handling fee | $100  
$25  
Cost |
| **Container Drop Demurrage** | Will be applied 48 hours after a container is dropped per the Contract Holder’s request and shall be applied for every 24 hours thereafter  
Reefer not running  
Reefer running | $150  
$250 |
| **Rail Ramp or Yard Storage** | Will be applied at midnight, 24 hours after notification.  
Rail Ramp and Yard Storage occurs when a delivery is refused or delayed due to Contract Holder or consignee request or inability to receive shipment during the scheduled delivery period. | $200 per day |
| **Restacking of Refused Product** | Restack and securement of refused product.  
Cost + $100 handling fee  
(Subject to a minimum of $250) | $250 minimum |
| **Diversion** | A flat fee of  
Plus a per mile charge  
Plus applicable stop-off charges  
Occurs when Contract Holder requests shipments sent to a consignee or location other than shown on the original shipping order once the shipment has left the loading facility. | $100  
$2.50/mi* |
| **Equipment Ordered and Not Used** | On a per mile basis  
Subject to minimum charge of  
Occurs when order is cancelled less than twelve (12) hours from pick-up time. | $2.50/mi*  
$250 |
| **Stop-Off Charge** | Stop off (enroute to final destination) – 1st stop (2 hours free time)  
2nd stop (1 hour free time)  
3rd stop (1 hour free time)  
4th stop and any additional stops  
Out of route miles may also apply. | $100  
$200  
$300  
$500  
$2.50/mi* |
| **Layover Charge** | Applied for overnight delay when incurred to provide a requested or required service at origin, destination in connection with a refused or rejected shipment, or for overweight rework. | $500 |
| **Overweight Rework** | Maximum payload – 42,500 lbs (to include pallets, dunnage, etc.)  
Applies when a scale is requested or required to assure that the load is street legal weight (gross vehicle weight and axle weight), and there are no on-site scales available.  
Loads from, to, or through California must meet California Bridge Laws.  
Billed at actual cost:  
Empty/Loaded  
Return for rework  
Out of route miles | $100  
$100  
$2.50/mi* |
<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Redelivery</td>
<td>On a per mile basis Subject to a minimum of Plus any applicable storage or equipment per diem charges incurred while awaiting disposition after refusal of original Consignee.</td>
<td>$2.50/mi* $350</td>
</tr>
<tr>
<td>Out of Route Miles</td>
<td>When an additional stop is required, or when Contract Holder directs that a container reroute to locations outside of the quoted lane (including, but not limited to, diversion)</td>
<td>$2.50/mi*</td>
</tr>
<tr>
<td>Removal of Dunnage/Debris</td>
<td>Cost plus $100 (Subject to a minimum of $150) Occurs when debris or dunnage needs to be removed from container and is composed of Organic debris will require a disinfection fee in addition to the debris removal When TCX is requested to dispose of a product the actual cost of the disposal Plus a flat fee Could include dray to/from disposal site</td>
<td>$150 minimum $100 Cost $100</td>
</tr>
<tr>
<td>Disinfection</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dumped or Disposed of Product</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Equipment Misuse</td>
<td>A flat fee per occurrence plus any damage to the equipment or missing commodity Occurs when a container is moved, returned to, or left at a location without prior written approval from Tiger Cool express.</td>
<td>$1,000 Per occurrence</td>
</tr>
<tr>
<td>Telematics Data</td>
<td>A flat fee of $150 will be assessed for every reefer temperature history download requested. Reefer downloads will be provided within 14 calendar days.</td>
<td>$150</td>
</tr>
<tr>
<td>In House and Federal Inspection</td>
<td>A flat fee of Plus actual cost, occurs at Contract Holder’s request</td>
<td>$100 Cost</td>
</tr>
<tr>
<td>New York Metropolitan Area Surcharge</td>
<td>Occurs when loads are ordered to be picked up or delivered in the five New York City boroughs or Long Island 3 digit Zips: 100-104 &amp; 110-119</td>
<td>$650</td>
</tr>
</tbody>
</table>

*All mileages based on PC Miler, Practical Miles (current version) plus current TCX fuel surcharge.

Contract Holder Initial: _______