

SOP Handbook

Streamlining Operations

Workflow and Operational
Procedures



+1(267)678-1291

www.wtcalliance.com

support@wtcalliance.com

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CHAPTER I **PRELIMINARY**

Short title, Applicability, Commencement and Definition.

Title: This Standard Operative Process (SOP) may be called the “SOP for WTC Alliance Group of Companies” hereinafter referred to “**SOP**” which expression unless it be repugnant to the context or meaning thereof shall include whenever the context or meaning so required or permit

Applicability: This Standard Operative Process (SOP) is designated as the "SOP for WTC Alliance Group of Companies" and applies to the following entities:

- Companies incorporated and governed by WTC Alliance Group of Companies.
- Members of the WTC Alliance Group of Companies.
- Potential members of the WTC Alliance Group of Companies
- Individuals, organizations, or entities that hold a vested interest, whether directly or indirectly, in the operations, endeavours, or outcomes of the WTC Alliance Group of Companies.

Commencement: This SOP shall come into force on the 4th day of February 2024. Upon its effective date, shall prevail over and supersede any and all previous versions of SOPs, whether explicitly stated or implied, related to the subject matter herein.

Definitions: In this SOP, unless the context otherwise requires,

(1) “WTC Alliance Group of Companies” refers to companies that have been incorporated under the umbrella of WTC Alliance Group of Companies. This includes, but is not limited to, the following entities:

- World Top Cargo Alliance LLP, incorporated in India.
- World Top Cargo Alliance LTD, incorporated in Canada.
- World Top Cargo Alliance LLC, incorporated in the United States of America.

Furthermore, any company that falls under the umbrella of WTC Alliance Group of Companies, regardless of its jurisdiction or specific nomenclature, is considered to be part of the aforementioned group.



Zonal Office:
WORLD TOP CARGO ALLIANCE LTD
A-10 1420 20th St Brandon,
MB R7B 2M5 Canada



Regional Office:
WORLD TOP CARGO ALLIANCE LLP
A-1028 Sun West Bank
Ashram Road,Ahmedabad-380009



- (2) “Active Member” refers to an organization that has fulfilled the payment requirements for the membership program offered by the WTC Alliance Group and subscribed plan of WTC Alliance either “WTC Connect” or “WTC Basic” or “WTC Standard” or “WTC Premium”. The process entails a meticulous scrutiny conducted by WTC offices to verify the organization's credibility. This evaluation includes a thorough assessment of professional conduct exhibited by each member. In the event of any suspicions arising during the evaluation, a predefined protocol is followed. This protocol ensures that concerns are promptly communicated to all relevant stakeholders, prioritizing network safety and fostering member awareness. Upon successful completion of this comprehensive evaluation, the organization is granted membership status within the esteemed WTC Alliance Group. This approach guarantees that the network maintains the highest standards of professionalism, integrity, and transparency. By upholding these principles, the WTC Alliance Group aims to provide a platform that not only fosters business relationships but also cultivates a community founded on mutual respect and shared objectives. This is to be noted that all “Active Members” are deemed not to be qualified for financial protection coverage, however Active member who have subscribed to “WTC Standard” and “WTC Premium” plan covered for financial protection coverage as per the term.
- (3) “Applicant” refers to an organization that expresses its intention to join and subscribe to the membership of the WTC Alliance Group. This step signifies the organization's willingness to become an integral part of the collaborative network facilitated by the WTC Alliance Group. As an applicant, the organization initiates the process of seeking membership benefits, engagement opportunities, and the potential to contribute to the collective objectives of the alliance.
- (4) “WTC Alliance Group” refers to a consortium of companies operating under the unified umbrella of the World Top Cargo Alliance. This group encompasses a diverse range of entities, including World Top Cargo Alliance LLP in India, World Top Cargo Alliance LTD in Canada, World Top Cargo Alliance LLC in the United States of America, and any other companies incorporated under the WTC Alliance Group. The collective purpose of the WTC Alliance Group is to foster collaboration, facilitate business growth, and promote ethical practices within the global business landscape.
- (5) "Qualified Active Paid Member" refers to a member within the WTC Alliance whose membership status is currently active, meaning it has not expired, and who has subscribed to either the 'WTC Premium' or 'WTC Standard' membership plans offered by WTC





Alliance. This designation signifies that the member has met the criteria for ongoing participation and benefits within the organization as specified by their choice of membership plan.

- (6) "WTC Connect" refers to a membership level within the WTC Alliance that is obtained by purchasing the WTC Connect plan and paying the associated fees as specified by the WTC Alliance at the given time. To qualify as a "WTC Connect" member, the subscription must remain active and not have expired, and the member must be officially granted a WTC Connect Certificate by the WTC Alliance. This certificate serves as official documentation of the member's status and benefits within the WTC Alliance network.
- (7) "WTC Basic" refers to a membership level within the WTC Alliance that is obtained by purchasing the WTC Basic plan and paying the associated fees as specified by the WTC Alliance at the given time. To qualify as a "WTC Basic" member, the subscription must remain active and not have expired, and the member must be officially granted a WTC Basic Certificate by the WTC Alliance. This certificate serves as official documentation of the member's status and benefits within the WTC Alliance network.
- (8) "WTC Standard" refers to a membership level within the WTC Alliance that is obtained by purchasing the WTC Standard plan and paying the associated fees as specified by the WTC Alliance at the given time. To qualify as a "WTC Standard" member, the subscription must remain active and not have expired, and the member must be officially granted a WTC Standard Certificate by the WTC Alliance. This certificate serves as official documentation of the member's status and benefits within the WTC Alliance network.
- (9) "WTC Premium" refers to a membership level within the WTC Alliance that is obtained by purchasing the WTC Premium plan and paying the associated fees as specified by the WTC Alliance at the given time. To qualify as a "WTC Premium" member, the subscription must remain active and not have expired, and the member must be officially granted a WTC Premium Certificate by the WTC Alliance. This certificate serves as official documentation of the member's status and benefits within the WTC Alliance network.
- (10) "Qualified Active Paid Member Office" refers to an office, headquarters, or branch office of a "Qualified Active Paid Member" of the WTC Alliance. This member has successfully



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WORLD TOP CARGO ALLIANCE LTD
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applied for and been accepted and certified for a "Qualified Active Paid Membership" through the stipulated process. These are members to whom WTC has officially declared as "Qualified Active Paid Members" following the standard procedure and are currently up-to-date in the payment of the required membership fees for each enrolled office. It's essential to note that this definition explicitly excludes any other office, headquarters, or branch office of "Qualified Active Paid Members" that is not enrolled as a "Qualified Active Paid Member."

- (11) "Financial Safeguard Reserve Account (FSRA)" refers to designated financial account maintained by an organization or entity, typically established to proactively provision for potential uncertain claims and financial contingencies. Its primary purpose is to ensure the availability of funds to cover unexpected financial losses or liabilities that may arise within a defined context, often as part of a risk management or financial protection plan.

In the specific context described earlier, the FSRA for WTC Alliance serves as a reserve account to make advance provisions for the payment of uncertain claims that may be registered due to unpaid charges from 'Qualified active paid members' within the framework of their Financial Protection Plan process. Funds are systematically transferred to the FSRA from collected membership fees, and the accumulated balance is strategically managed in the form of fixed deposits or as a bank cash balance for future utilization.

The FSRA acts as a financial safety net, providing a dedicated pool of resources to address unforeseen financial challenges or losses related to business transactions among qualified active paid members. The balance in the FSRA is crucial for approving and covering claims arising from financial losses within the specified business dealings, ensuring financial protection and stability for the members involved.





CHAPTER 2 MEMBERSHIP

Process for Applying for Membership

Eligibility Criteria: Applications are exclusively open to companies whose primary business operation canters around international as well as domestic Freight Forwarding and Logistics.

Establishment Duration: The applying Freight Forwarding Company must demonstrate a minimum operational history of one year at the time of submitting the application.

Application Completion and Authorization: The Application Form must be meticulously completed, signed, and dated by an authorized representative of the applying Company. Accuracy is crucial in addressing all questions. Additionally, the Application Form should include the details of at least one existing WTC Alliance Member (WTC Internal Reference) as specified on the Application Form.

Submission Requirements: As a prerequisite for WTC Alliance Membership, each application must be accompanied by the following:

- The fully completed, signed, dated, and stamped Membership Application Form.
- The accomplished, signed, dated, and company-stamped WTC Alliance Code of Conduct provided herein.
- A copy of the Business Registration certificate.
- Duly signed, dated, and stamped Anti-corruption documents.
- Company Logo in the prescribed format.
- Any additional Documents or Data requested by a WTC Alliance Representative.

Adherence to Terms and Ethics: By submitting the completed Application Form along with the stipulated documents, the applying organisation confirms its commitment to abide by the Terms and Conditions as well as the relevant SOPs of The WTC Alliance. This commitment encompasses upholding the highest standards of professional conduct and ethics synonymous with the WTC Alliance.

Payment Procedure: Upon approval of enrolment by the WTC Management team, an invoice will be generated by the WTC Finance team from the respective zonal office. Payment for the specified amount must be made within 07 days from the invoice issue date. As per WTC Alliance Refund and Cancellation policy, this payment is non-refundable under any circumstances.





Quota Constraints: New applications may not be accepted when the designated country/Location has reached its maximum quota limit for WTC Alliance representatives. WTC's management team retains the right to adjust the quotas for member enrolment, irrespective of the current member count.

Enrolment Initiation: WTC's Back-office team will initiate the enrolment process only upon receipt of confirmation of membership fees invoice payment from the respective finance representative.

Credibility Scrutiny: WTC follows a meticulous process to scrutinize the credibility of each applicant before certifying them as an "Active Member."

Professional Behaviour Evaluation: WTC Alliance evaluates the professional conduct of each member as well as Applicant. Any suspicions detected are communicated according to the stipulated protocol to ensure network safety and member awareness.

Document and Information Demands: WTC Alliance retains the right to request documents and/or information from any member for random Quality Controls or specific investigations, aligned with internal control procedures. Compliance with these requests is mandatory for all members.

Process Support Requirement: Failure to support any part of the process or provide relevant documents will lead to the suspension or cessation of the enrolment process by WTC's Back-office team. Membership fees received are non-refundable under such circumstances.

Third-Party Involvement: If any individual or organization connected to the enrolment process, the enrolling member and/or any third party associated to enrolment process fails to provide required documents and/or necessary required support during the process or any part of the process, the enrolment process may be paused or stopped without further notice. Membership fees received remain non-refundable in such situations.

Membership Activation: Membership access for newly enrolled members will be granted and deemed effective only after WTC's Back-office team completes the enrolment process and certifies them as "Active Members" through the comprehensive Compliance Process.

Board Approval: The final decision to grant Membership within the WTC Alliance rests with the WTC Board of Directors.





Documentation Mandate for KYC (Know Your Customer) Compliance

For the purpose of Know Your Customer (KYC) verification, the following company documents are requisite:

- Completed Membership Application Form, duly endorsed with the company's seal and authorized signatures.
- Certificate of Incorporation, validating the legal establishment of the company.
- Tax Resident Certificate, affirming the company's tax residency status.
- Photographic representation of the company's operational premises, inclusive of the front area, accompanied by staff photographs.
- Company and Business details, meticulously presented on official company Letterhead.
- Company Logo, formatted as per guidelines, along with the identification of three key staff members.
- Strong overseas business references from within the Logistic industry, including comprehensive information such as names, contact numbers, and email addresses.
- Presentation of certificates from the provided list for our reference, which should include at least one of the following: IATA/FIATA/ISO/MTO/CHA LICENSE/MLO/AEO/CUSTOMS BROKER LICENSE/Import Export Code/Console registration.
- Provision of any additional documents as may be requested by the WTC management for thorough evaluation and compliance.
- Additional documents may be requested by WTC Management as per the Statutory compliance of law of land where office situated.



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MB R7B 2M5 Canada



Regional Office:
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A-1028 Sun West Bank
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Supplementary KYC Requirements (Exclusive to Indian Applicant)

For successful MSME verification, the following documents are essential:

- Micro, Small & Medium Enterprises Certificate issued by the relevant authority.
- GST registration certificate (Complete set of documents including colour photographs)
- PAN Card (Colour copy).
- Government-issued Identity Proof of the Owner (Colour copy). (Aadhaar card, Passport, Voter ID card, etc.)
- Proof of Office Address (Colour copy). (Copy of electricity or tax bill, bank statement, telephone bill, etc.)

Membership Termination Protocol

The termination of the Membership Agreement with 'WTC Alliance' shall occur in accordance with the subsequent circumstances, while not being limited to the following:

Voluntary Withdrawal by Member: Membership termination at the initiative of the member.

Non-Payment of Membership Fees: Failure to settle Membership Fees within the stipulated timeframe.

Violation of 'WTC' Operational Protocols: Breach of any stipulated 'WTC' Standard Operating Procedures, Regulations, or legal framework.

Conflict of Interest: Engagement in a conflict of interest with 'WTC Alliance' or any other member/authority associated with 'WTC Alliance' with fraudulent intent.



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Suspicious or Fraudulent Activities: Engagement or involvement in any activities that raise suspicion of fraud or fraudulent intent within 'WTC Alliance' or with another member/authority connected or known to 'WTC Alliance'.

The WTC Alliance reserves the authority to cease the provision of WTC Financial Protection for prospective transactions involving any member company, with due notice at any given time. Furthermore, the coverage within the WTC Alliance Protection Plan will cease upon the dispatch of an email notification to the respective members, removal of the member company from the WTC Alliance websites and rosters, or in the event of non-renewal of membership.

In the event of membership termination, irrespective of the cause, 'WTC Alliance' holds the authority to disseminate relevant details to all network members and/or connections to WTC Alliance. Furthermore, 'WTC Alliance' retains the right to revoke all your access to its comprehensive platforms, including the official website, if there is a reasonable belief, at its sole discretion, that you have violated any terms and conditions outlined in this agreement.

Upon termination, you shall be prohibited from utilizing the Website, and 'WTC Alliance' may, at its sole discretion and without prior notice, cancel any outstanding commitments for services or benefits. Following the cessation of your access, 'WTC Alliance' reserves the right to employ any necessary means it deems fit to prevent both authorized and unauthorized access to the Website.

Ramifications of Termination

- In the event of membership termination, irrespective of the cause, 'WTC Alliance' reserves the prerogative to disseminate pertinent details to all affiliated network members and connections. 'WTC Alliance' retains the right to revoke all your access privileges to its comprehensive range of platforms, including its official website, if it reasonably determines, at its sole discretion, that you have contravened any stipulations outlined within this agreement.
- Following such termination, your utilization of the 'Website' will be proscribed, and 'WTC Alliance' may, at its exclusive discretion and without prior notification, rescind any pending



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MB R7B 2M5 Canada



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commitments for services or benefits. Upon cessation of your access, 'WTC Alliance' maintains the authority to employ any suitable means it deems necessary to forestall unauthorized or sanctioned entry to the 'Website'.

- Subsequent to an initial audit conducted by the 'WTC Alliance' team, supplementary materials and/or data may be requisitioned, subject to the necessity for further inquiry into the respective matter of concern.
- Upon successful completion of the screening process and subsequent approval of your enrolment by the 'WTC' management team, the 'WTC Admin' team will furnish you with the membership agreement contract. By submitting the duly signed agreement, the member acknowledges having perused, comprehended, and accepted all the terms and conditions as delineated above, as well as those accessible on the website and all Standard Operating Procedures (SOPs) of 'WTC Alliance'. The member thereby grants full consent to the 'WTC Alliance' management team to advance the processing of the enrolment application.
- All branches and entities of 'WTC Alliance' operate under the purview of 'WTC Alliance LLP', an Indian establishment. It is obligatory to adhere to all statutory and legislative requisites in consonance with the prevailing laws of the Indian judicial system, exclusively in cases of potential future disputes.

Membership Renewal Clause

- **Membership Fee Payment:** Members are required to pay their membership fees before the date of expiry of their current membership term.
- **Expiry Consequences:** In the event that a member fails to pay their membership fees on or before the last date of their membership term, their membership will be considered expired, and all associated privileges will be suspended.
- **Late Renewal:** Members have the option to renew their membership even after the expiration of their previous membership. Upon payment of the outstanding membership fees, their membership privileges will be reinstated, and the effective date of their membership will be reset to the date of restoration.
- **Late Renewal Period:** If members do not initiate the renewal process within two months from the date of their membership's expiration, the following consequences will apply:





- New Application Process: The renewal process will be treated the same as for new applicants, subject to a detailed scrutiny of the application.
- Business Continuation: Any business activities associated with the membership will be temporarily suspended during this period.

CHAPTER 3

WTC FINANCIAL PROTECTION PLAN

The Objectives of the WTC Financial Protection Plan

The WTC Financial Protection Plan offers reimbursement for financial losses incurred as a result of unpaid charges associated with the handling of general cargo transactions among offices enrolled as 'Qualified Active Paid Members' within the WTC Alliance network. It is important to note that this plan does not extend coverage to cover the costs of the actual goods being transported in any situation. The administration of the WTC Financial Protection Plan falls under the purview of the WTC Alliance management and serves as a valuable benefit provided to all enrolled offices of qualified member companies within the WTC Alliance network, subject to the defined guidelines and terms and conditions of the plan.

WTC Alliance's Comprehensive Financial Security and Protection Measures

At WTC Alliance, our utmost priority is to guarantee the highest level of security for our valued partners while providing them with the assurance of recovering any financial losses that may arise from transactions with 'Qualified Active Paid Members' of WTC Alliance. We have implemented rigorous financial protection protocols and terms and conditions to enable our qualified partners to conduct business with a heightened focus and efficiency, offering them peace of mind throughout the business operation process.

Our commitment to security is reflected in our concrete Enrolment and Compliance process, which serves to establish a robust internal control system and maintain a highly qualified corporate environment across all WTC Alliance platforms. Our dedicated team of professional administrators and compliance experts conducts thorough assessments of the financial, managerial, and reputational aspects of each new membership application. We ensure that each



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WORLD TOP CARGO ALLIANCE LTD
A-10 1420 20th St Brandon,
MB R7B 2M5 Canada



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A-1028 Sun West Bank
Ashram Road,Ahmedabad-380009



application undergoes comprehensive background and financial checks before granting them the status of an 'Active Paid Member.'

Membership enrolment within our system is exclusively granted after adhering to the necessary enrolment and compliance processes. WTC Alliance also proactively shares warning alerts and regularly circulates blacklist details to all our valued partners and connections. This proactive approach enhances financial awareness and mitigates financial risks not only for 'Qualified Active Paid Members' of WTC Alliance but also for all our global connections.



Empowering Partners: The Comprehensive WTC Financial Protection Plan by WTC Alliance



WTC Alliance is committed to providing its valued partners with the highest level of security and peace of mind when conducting business, especially when engaging in financial transactions with 'Qualified Active Paid Members' of the WTC Alliance network. To achieve this, WTC Alliance has established comprehensive financial protection protocols and adheres to stringent terms and conditions, ensuring that our qualified partners can focus more effectively on their business operations.

Our approach includes a rigorous Enrolment and Compliance process that reinforces robust internal control mechanisms and cultivates a highly qualified corporate environment across all platforms within WTC Alliance. Our dedicated team of professional administrators and compliance experts conducts thorough evaluations of a member's financial, managerial, and reputational aspects when processing new membership applications. Each application undergoes rigorous background checks and financial assessments before receiving the coveted status of an 'Active Paid Member.'

Membership enrolment within our system is contingent upon the successful completion of essential enrolment and compliance procedures. Moreover, WTC Alliance proactively disseminates warning alerts and regularly circulates blacklists to keep all valued partners and connections informed, thereby promoting financial awareness and mitigating financial risks for 'Active Paid Members' within WTC Alliance and its global network.



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WORLD TOP CARGO ALLIANCE LTD
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MB R7B 2M5 Canada



Regional Office:
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Ashram Road,Ahmedabad-380009



Coverage Based on Membership Plans

‘WTC Premium’ members can claim financial losses extending up to USD \$100,000 in cases where charges have not been paid, but this claim is applicable exclusively against other ‘WTC Premium’ members. The claim amount is capped up to \$50,000 when submitted against a member of the ‘WTC Standard’.

‘WTC Standard’ members have the option to claim losses of up to USD \$50,000 when charges remain unpaid, whether by ‘WTC Standard’ or ‘WTC Premium’ members, as stipulated in the terms.

The ‘WTC Basic’ and ‘WTC Connect’ Annual Membership Plans do not include Financial Protection coverage. However, Active Paid Members under these plans have the flexibility to engage in business transactions with other Active Paid Members of the WTC Alliance without Financial Protection coverage.

‘WTC Basic’ members can upgrade their membership by paying an additional amount of \$800 to access the ‘WTC Standard’ plan or an extra amount of \$1,800 for the ‘WTC Premium’ Plan.

‘WTC Connect’ members can enhance their membership by paying an additional amount of \$1,200 to access the ‘WTC Standard’ plan or an extra amount of \$2,200 for the ‘WTC Premium’ Plan.

The WTC Financial Safeguard Reserve Account (FSRA): Shielding Your Finances

The primary objective of WTC is to safeguard the interests of our ‘Qualified Paid Members’ in the event of non-payment of charges arising from business transactions among them. To fulfil this purpose, WTC Alliance maintains a reserve account, proactively provisioning for potential



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A-1028 Sun West Bank
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uncertain claims that may arise due to unpaid charges from our 'Qualified Active Paid Members' within the framework of the Financial Protection Plan process.

In adherence to our Standard Operating Procedures (SOP), a designated 30% portion of the collected membership fees is systematically transferred to the WTC Financial Safeguard Reserve Account (FSRA). This reserve is earmarked to establish a robust financial fund to facilitate the settlement of uncertain claims in accordance with the terms outlined in the Financial Protection Plan.

The accumulated total balance in the FSRA will be strategically managed, either through Fixed Deposits or as a Bank Cash balance in the current business account of an agreed-upon branch. The decision regarding the utilization of these funds rests with the WTC Alliance management team.

In the event of a claim arising from financial losses due to business transactions among 'Qualified Active Paid Members,' the claim amount shall be subject to the balance held in the FSRA at the time of claim approval. This ensures that the necessary funds are available to cover verified financial losses incurred in the course of business dealings among our esteemed members.

Claim Registration Guidelines and Qualification Criteria for WTC FSRA

Guide to Qualification Criteria for Claim Registration

Submission of Claims: All claims must be submitted through email to support@wtcalliance.com within the stipulated time frame specified by WTC Alliance.

Timely Filing: Claims against the WTC Financial Safeguard Reserve Account must be filed within 90 days of the invoice(s) date, falling within the coverage period. No claims will be accepted for invoices older than 90 days from the claim registration date. The claim must comprehensively display all outstanding invoices and include a detailed statement of account.



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A-1028 Sun West Bank
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Membership Disclosure: Claimants are required to disclose their membership in WTC Alliance and any associated networks when submitting a claim. Failure to provide accurate and complete information may result in the rejection of the claim.

Payment Allocation: Payments received by a claimant from a debtor company after filing a claim will be applied towards the claim, starting with the oldest protected invoice(s).

Claim Acknowledgment and Investigation: Upon receipt of a claim, WTC Alliance will acknowledge it and initiate a preliminary investigation. A preliminary determination will be made, and claimants must actively participate and support the process.

Disputed Services: In the event of a dispute, both parties will be notified, Disputes must be filed within One Year of the cargo movement; otherwise, they will be closed with notification.

Exclusion of Non-Enrolled Offices: WTC Alliance and its affiliates will not process disputes involving non-enrolled offices of Qualified Active Paid Member.

Documentation Requirements: When submitting a claim, the reporting member must complete the official "WTC Alliance Protection Plan Claim Form" and send it to support@wtcalliance.com. Additionally, all supporting documents, including the Agency Business Agreement, invoices, statement of account, shipping documents, delivery receipts, and communications, must be supplied for WTC Alliance's comprehensive review before initiating the claim approval process.

False Claim: If, during the investigation, it is determined that a party knowingly presented a false claim or made false statements, the claim will be closed, and the related member will be suspended urgently without notice.

Membership Termination and Offset: If the WTC Alliance approves the claim, it reserves the right to terminate the membership of the party against whom the claim is paid and notify all other members. WTC Alliance also retains the right to offset claim amounts against payments due by the claimant to WTC Alliance.

Claim Investigation Period: WTC Alliance is granted a 90-day window from the initial filing date of the claim to conduct a thorough investigation and facilitate the resolution of the claim



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between the involved parties. This 90-day period is exclusive of any time spent in the mediation or arbitration process.

FIFO System for Claim Settlement: A First-In-First-Out (FIFO) system will be implemented for the settlement of claims, ensuring fair and equitable treatment for all registered members.

Credit Approval Authority: WTC Alliance Network or any official will not endorse or approve any credit applications. The sole authority to decide on credit terms rests with the corresponding WTC members, emphasizing their autonomy in the credit approval process.

Claim Eligibility for Qualified Active Paid Members: Claims can be registered and approved only for Qualified Active Paid Members.

Active Membership Requirement for Claim Processing: Membership must be active both at the time of "Service failure" and during the "processing of the claim."

Eligibility Criteria for Claim Registration

Eligibility Criteria for WTC Standard Members: Qualified Active Paid members under the "WTC Standard" category are eligible to register with the Financial Safeguard Reserve Account (FSRA) after making the necessary contributions for a minimum period of 02 years or members registering a claim must be in good standing, and Qualified Active Paid members are required to have successfully completed 01 year post joining the WTC Alliance network.

Qualified Active Paid members categorized as "WTC Premium" are eligible to register with the Financial Safeguard Reserve Account (FSRA) after fulfilling the required contribution for a minimum period of 01 year and Members registering a claim must be in good standing, and Qualified Active Paid members are expected to have successfully completed 06 months post joining the WTC Alliance network.



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A-1028 Sun West Bank
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FSRA Coverage Adjustment for Same Secondary Network Affiliation: In cases where both companies engaged in a transaction are part of the same secondary network, independent of WTC Alliance affiliation (e.g., both are members of ABC Network), the Financial Safeguard Reserve Account (FSRA) coverage will be diminished by 50% of the total claim payable or actual claim approve by secondary network whichever is higher. This adjustment applies irrespective of whether the said secondary network has its own financial protection system.

Aggregated Claim Amount Inclusive of Other Protections: The claim amount, as determined in FSRA, constitutes an aggregate sum that incorporates any other existing insurance(s) or financial protection plans provided by alternative networks.

Duty to Mitigate Damages and Offset Rights: Claimant companies bear an affirmative duty to actively mitigate damages in all cases. The failure to mitigate damages may result in a reduction or elimination of compensation from the Plan. WTC Alliance reserves the absolute right to offset the claimed amount against any outstanding amounts owed by the claimant to the debtor company.

Accountability of Other Networks: WTC Alliance holds other networks responsible for losses up to their maximum coverage limit, leading to a proportional reduction in compensation from the WTC Financial Safeguard Reserve Account.

Notification of Additional Coverage: If a claimant possesses coverage for losses through membership in another network or by other means, they are obligated to inform the WTC Alliance team and specify the nature of that coverage. Failure to comply with this requirement will disqualify the claimant from accessing the FSRA.

Coverage Limitations for Qualified Active Paid Members: Coverage under the WTC Financial Safeguard Reserve Account is exclusively extended to offices that are Qualified Active Paid Members enrolled and certified at the time of the transaction and not for other.

Assignment of Approved Claims and Claims Filing Period: All claims for loss must be submitted within the duration of the claimant's membership in the WTC Alliance. Claims that are approved in accordance with the terms and conditions outlined in the Standard Operating Procedure (SOP) will be assigned to the Financial Safeguard Reserve Account.

Mandatory Intimation for Financial Protection Coverage: Qualified Active Paid Members of WTC Alliance must intimate the WTC Alliance team before initiating any business deal that





requires financial protection coverage from WTC Alliance. Business deals conducted without prior intimation are deemed invalid transactions per the terms of FSRA and automatically disqualify the claimant from making a claim to FSRA. WTC Alliance is not responsible or answerable for such business deals or any associated consequences. It is recommended that Qualified Active Paid Members share details of all business deals with Active Paid Members of WTC Alliance at support@wtcalliance.com or business@wtcalliance.com.

Eligibility Exclusions for Claim Registration

Validity of Business Deals and Disqualification for Claims: Any business deals conducted without prior knowledge of the WTC Alliance team involving Qualified/Disqualified Active Paid Members, Potential/Listed Members, or any connected persons are deemed invalid. Financial transactions resulting from such deals are automatically disqualified for making claims to FSRA. WTC Alliance assumes no responsibility or accountability for disputes, financial losses, or any consequences arising from such business deals.

Disqualification for Invalid Transactions and Suspension: WTC Alliance is not responsible or answerable for any financial claims registered for invalid or disqualified transactions. Members entering disputes related to such transactions from both sides will be immediately suspended, and the said suspension may be announced to all parties involved as per protocol.

Suspension for Disputes Involving WTC Alliance Connections: Active Paid Members, Listed or Potential Members, Applicant to WTC Alliance, or any third parties, including those connected to WTC Alliance, involved in any business disputes with any WTC Alliance Active Paid Members, Applicant or any connections associate to WTC Alliance will be temporarily suspended. They will automatically be disqualified from receiving benefits, authority, rights, access, and eligibility pertaining to the WTC Alliance Group of Companies. All credentials and user access will be immediately blocked until the completion of a thorough investigation, and the related dispute is resolved. WTC Alliance reserves the right to announce such suspensions to all as per protocol.

Suspension for Non-Compliant Claims to FSRA: Active Paid Members who have registered claims to WTC Financial Safeguard Reserve Account that do not adhere to the terms of WTC FSRA or are non-qualified or invalid will be temporarily suspended. They will automatically be





disqualified from receiving benefits, authority, rights, access, and eligibility pertaining to the WTC Alliance Group of Companies. All credentials and user access will be immediately blocked until the necessary investigation process is completed and the related dispute is resolved. WTC Alliance has the right to announce such suspensions to all as per protocol.

Responsible Parties in Disputes would be blacklisted: Active Paid Members, Listed or Potential Members, Applicant to WTC Alliance or any third parties, including those connected to WTC Alliance, responsible for disputes and proven defaulters after primary investigations will be blacklisted immediately. WTC Alliance will announce details of all blacklisted agents to all parties involved as per protocol. Blacklisted agents will automatically be disqualified from receiving benefits, authority, rights, access, and eligibility pertaining to the WTC Alliance Group of Companies. All credentials and user access will be immediately blocked without notice and will remain unchanged until further instructions.

Disqualification and Consequences for Suspended, Blacklisted, and Defaulting Members: Suspended, blacklisted, and defaulting members will automatically be disqualified from all benefits, authority, rights, access, and eligibility pertaining to the WTC Alliance Group of Companies. All related credentials and user access will be immediately blocked without notice. WTC Alliance reserves the right to announce details of all blacklisted agents to all parties involved as per protocol.

Extended Disqualification for Procedures and Announcements: Suspended, blacklisted, and defaulter members, Potential member and Applicant to WTC Alliance will automatically be disqualified from all procedures or parts of any procedures that may have been initiated earlier, including but not limited to membership application and enrolment processes. They will also be disqualified from all granted status, benefits, authority, rights, access, and eligibility pertaining to the WTC Alliance Group of Companies. All related credentials and user access will be immediately blocked without notice. WTC Alliance reserves the right to announce details of all blacklisted agents to all related authorities or organizations as per protocol.

Restrictions on Claim Processing for Non-Payment: Claim processing for non-payment is exclusive to WTC Qualified Active Paid Members facing insolvency and/or bankruptcy. This is applicable only when both parties involved in the transaction have made contributions to the WTC Financial Protection Fund account (WTC FSRA).





Exclusions from Cargo Claims Coverage: WTC Alliance explicitly excludes coverage for cargo claims arising from force majeure, vessel or carrier fault, cargo abandonment, misroute shipments, and/or misrepresented shipments due to government and location restrictions.

Exclusion of Claims Related to Cyber Fraud: Claims resulting from computer fraud, hacking, scams, or any other fraudulent acts are not covered by WTC Alliance.

Limitation on Total Claim Amount: The total claim amount that WTC Alliance will settle for all disputes is capped at 70% of the aggregate total available fund in the WTC Financial Safeguard Reserve Account as on date of Approval of Claim.

Maximum Payment Limit for Member Claims: The maximum payment for all member claims settlement shall not exceed 70% of the total available fund in the WTC Financial Safeguard Reserve Account as on date of Approval of Claim. Subsequent claims will be paid from upcoming periods' fund reservations in the order of claim registration.

Non-Protection for Deals with Non-Qualified Members: WTC Alliance is not obligated to provide financial protection for losses incurred in business deals with non-valid or non-qualified members under any circumstances.

Qualified Active Paid Members: WTC Alliance's confidence in its membership guarantees transactions between qualified active paid member offices in the event of non-payment.

Claim Registration Restriction for Suspended/Blacklisted/Terminated Companies: Claims cannot be registered for transactions involving a company that is currently suspended, Blacklisted, Terminated.

Exclusion of Suspended/Blacklisted/Terminated Companies from Financial Protection: Companies under suspension/Blacklisted/Terminated will not be covered under the financial protection services offered by WTC Alliance.

Responsibility for Incorrect or Fraudulent Payments: WTC is not responsible for claim payments arising from incorrect or fraudulent payments resulting from false information provided by partners or potentially orchestrated by hackers.



Zonal Office:
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Regional Office:
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Immediate Suspension for Fake Claims: Members who register "Fake claims" will be suspended immediately without any prior notice.

Cargo-related Expenses: Reimbursement for cargo expenses, including the costs associated with lost or damaged cargo, cargo containers, or any expenses related to cargo destruction, is not covered under the WTC Financial Protection Plan in any circumstances.

Inadequate Documentation for Cargo Release: Incurred losses due to the failure to secure a properly endorsed original bill of lading or obtain a correct bank release for cargo.

Error/Omission: Compensation for losses that fall under the coverage of Errors and Omissions Insurance or any other insurance policy.

Not a Qualified Active Paid Member: Losses incurred by non-members, or the clients of a member are not covered.

Currency Loss: Losses arising from fluctuations in currency exchange rates are not covered.

Losses Arising from Governmental Measures or Decisions: Losses stemming from governmental measures or decisions at the national, regional, or local levels, leading to the confiscation or seizure of merchandise, are not covered.

Geo-Political: Losses arising from political events, economic challenges, or legislative measures that impede or postpone payment transfers are not covered.

War or Natural Calamities: Losses resulting from war, rebellion, hostilities, riots, civil commotion, and natural disasters are not covered.

Subsequent Business Relationship Loss: Subsequent losses occurring after filing a claim due to the ongoing business relationship between the filing member company and the identified debtor member company throughout the claim's processing period.

Miscellaneous Charges and Levies: Losses arising from demurrage, storage, detention charges, fines, penalties, dead freight, duties, taxes, or comparable levies are not covered.





Illegal or Restricted Transactions: Coverage does not extend to losses when either or both members, knowingly or should have known, engaged in transactions where the movement, contents, or other aspects were illegal or restricted by the laws of the importing or exporting countries.

Legal Fees: Legal fees or services are not covered.

Ineligible Claims for Invoice Age: Claims cannot be filed before 90 days or over 150 days from the date of issue of invoice. Manipulation of invoice or any term of invoice will be automatic leads to non-qualification of claim.

Delayed Invoice - Origin/Destination Agents: Losses for shipments invoiced over 30 days after shipment departure (for Origin Agents) or over 30 days after the shipment's arrival (for Destination Agents) are not covered.

Intra-Company Transactions: Transactions between branches of the same company, companies sharing common owners, or where one company is a progeny of another are not covered.

Agreements Beyond Coverage: Transactions between companies conducted based on internal mutual understanding and accepted agreements by both members are not covered.

Disputes Arising from Breach of Trust: Disputes between companies well known to each other, doing business together, but arising due to breaches of commitments or trust are not covered.

Suspended/Terminated Member Transactions: Any transactions with a Suspended and/or Terminated member after such suspension or termination are not covered.

Interest/Late Fees/Penalty: Interest, Penalty and/or late payment fees are not covered.

Third-Party Acts: Losses caused by the intervening acts of third parties, such as fraud, false documentation, or other criminal or tortious acts, are not covered.





Sanctioned Country Shipments: Shipments or movements to/from or through sanctioned countries are not covered.

Losses from Chartering Fees Credit: Losses caused by the extension of credit for chartering fees or caused by the use of part or full charters are not covered.

Non-Enrolled Offices in Triangle Trades: Triangle or cross-trade shipments involving non-enrolled offices or non-members of the WTC Alliance are not covered. Shipments where members have non-enrolled offices near the places of origin, destination, or transshipment are not covered.

Non-payment due to transportation of inferior or damaged quality Goods: In case of non-payment of freight charges due to transportation of inferior damaged quality goods by claimant will be excluded.

Non-payment due to any service issue: In case of non-payment of freight charges due to any service issue to either parties related to transportation of goods by claimant will be excluded. e.g. Delay by shipping company, Issue face for customs clearance. Examples are included but not limited to the above mentioned.

Financial Claim Ineligibility: Legal Implications

Financial claims are ineligible for registration in the WTC Financial Safeguard Reserve Account for settlement under the following criteria:

- Members entering in transactions with the non-enrolled office of another member.
- Members entering in transactions with other members who are deemed invalid or disqualified.
- Members entering in transactions with offices of other members that lack financial protection coverage.



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- Members entering transactions with offices of other members not covered by financial protection.
- Members engaging in transactions with subsidiaries/Parents/Sister Concern of member companies that are not enrolled as Qualified Active Paid members.
- Members are entering with agents who are not enrolled in the WTC Alliance and have no direct affiliation with the alliance, except for the arrangement where the member is instructed to invoice services to a designated member agent.
- Members are entering with a member in a city where they operate from a non-enrolled office falls outside the scope of WTC's Financial Protection.
- Member entering with an agent not enrolled in the WTC Alliance network who instructs billing through a member company is not covered by WTC financial protection, regardless of the non-member's involvement.
- Members entering with listed or potential members based on website data.
- Members entering with any other members who do not meet the qualifications outlined in the WTC FSRA terms, relying on misleading information or data, without prior confirmation or consent from the WTC Alliance team.
- Members entering with other members who do not meet the qualifications specified in the WTC FSRA terms.
- Members entering with any agent who is not a "Qualified Active Paid Member" as per the terms, despite being misled to believe they are qualified.
- Members entering with other members who do not meet the qualifications outlined in the WTC FSRA terms, yet engage in manipulative practices concerning relevant data.

Compensation Restraints: An Overview of Limits

Each participating member in the plan is subject to specific and distinct guidelines governing claims, maximum benefits, and exclusions. Moreover, the Financial Protection Plan extends coverage to mitigate financial losses arising from transactions among valid WTC Members:

The WTC FSRA provides coverage up to USD 100,000 as per the terms, applicable when the participating companies are subscribed to the "WTC Premium" subscription



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The WTC FSRA offers coverage up to USD 50,000 as per the terms for participating companies enrolled in the "WTC Standard" subscription

The WTC FSRA offers coverage up to USD 50,000 when the company of a WTC Premium Member involved in the transactions is a "WTC Standard" member, and the other company meets the specified criteria.

The total claim amount is an aggregated reduced amount that includes any other insurance(s) or financial protection plans provided by other networks.

The WTC Alliance has a process that imposes a limit on the total claim amount to be settled. The Alliance will make payments for the total registered claim amount up to 70% of the total available amount to the WTC FSRA Account. Under no circumstances will the Alliance settle any amount of a registered claim beyond this limit.

Claims Processing Protocol

In the event of initiating a claim, our proficient and dedicated Back-office Customer Services department ensures that each case is promptly and efficiently handled. To expedite the claims process seamlessly, it is imperative to submit detailed information about the incident along with evidence of the financial loss to the WTC support team via email at support@wtcalliance.com.

Upon verification of the legitimacy of the claim and its alignment with the program's regulations, your company will be duly compensated with no associated penalties or fees. It is essential to note that every claim undergoes a comprehensive investigation and evidentiary scrutiny before being approved as a "Valid Claim" for further payment to "Qualified Active Paid Members" of the WTC Alliance.

Upon receipt of the claim report from our members, WTC Alliance initiates a thorough investigation based on the submitted evidence. All parties involved are expected to fully cooperate with the WTC Alliance team or the designated authority during the investigation





process. Failure to provide complete support may impede the investigation, and in such cases, WTC Alliance is absolved of responsibility for completing the claim process.

WTC Alliance strives to resolve disputes through discussions with the involved members. Following the claim request, a series of steps are undertaken, including notifying all relevant members or connected individuals, arranging meetings, and, if necessary, taking actions such as suspension or termination. WTC Alliance ensures that the claim is processed and approved in accordance with the established protocol, with payments made exclusively to valid and "Qualified Active Paid Members."

WTC Alliance emphasizes that members and connections associated to WTC Alliance adhere to all Standard Operating Procedures (SOP) and terms & conditions of the WTC FSRA to prevent misuse of funds for unauthorized settlements. Unlike an insurance system, WTC Alliance relies on the available funds from the WTC FSRA to reimburse members for their claims, following the established protocol and terms & conditions.

Financial Support Clause

Termination of Financial Protection Shield: Upon the expiry of membership with the WTC Alliance, the financial protection shield provided by WTC shall cease to be in effect.

- **Ex-Member Support Commitment:** Notwithstanding the termination of membership, the WTC Alliance Group, in adherence to sound business practices and principles, has resolved to extend support to its former members in times of financial distress or dispute resolution. Such support shall be provided when an ex-member has engaged in a business transaction with an active paid member, and in the event that the ex-member encounters non-payment issues related to charges incurred during said transaction.
- **Financial Support Plan:** The WTC Alliance has established a dedicated Financial Support Plan designed to assist ex-members in circumstances where they face non-payment issues from their debtors arising out of transactions conducted during their membership period.





- **Application for Financial Support:** In order to avail of the Financial Support Plan, an ex-member is required to submit a formal application. The application must be sent via email to support@wtcalliance.com and should provide a detailed account of the issue at hand.
- **Issue Scrutiny:** The WTC Alliance office will undertake a thorough scrutiny of the issue presented by the ex-member. This scrutiny is aimed at determining the validity of the financial support request and the appropriateness of the remedial steps to be taken.
- **Financial Support Fees:** Ex-members requesting financial support are subject to fees imposed by the WTC Alliance for the provision of this service. The specific fee structure shall be communicated to the ex-member upon the submission of their financial support application.
- **Recovery Actions:** In the event that financial support is provided to the ex-member, the WTC Alliance reserves the right to initiate actions for the recovery of the outstanding dues or charges incurred during the transaction, as owed by the ex-member's debtor.

This Financial Support Clause outlines the WTC Alliance's commitment to provide assistance to ex-members facing non-payment issues arising from their business transactions, in accordance with a predefined Financial Support Plan. It also details the application process, scrutiny, fee structure, and the Alliance's right to pursue recovery actions where applicable.



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CHAPTER 4

TERMS AMENDMENT AND NOTIFICATION POLICY

We reserve the right to amend or update these Business Terms, including all incorporated policies, SOP & LSOP, and/or terms & conditions across all platforms, including, but not limited to, online websites, agreements, and documents. Changes to these Business Terms become effective upon the date of publication. In compliance with applicable law, if advance notice is required (e.g., as stipulated in the Platform Regulation), we will provide sufficient advance notice. The Company's continued use of our Business Services confirms its acceptance of these amended Business Terms. Should the Company disagree with the amended terms, it is obligated to cease using our Business Services by deleting its account. We advise periodic review of these Business Terms, as they are subject to updates across all platforms (including, but not limited to, online websites) from time to time.

CHAPTER 5

OVERSIGHT AND REGULATORY AUTHORITY

The WTC Alliance will manage the WTC Alliance Financial Protection Plan autonomously, with no external influence from individuals or authorities affecting the decisions of the WTC Alliance management team.

CHAPTER 6

DISPUTE RESOLUTION PROTOCOL

By agree to irrevocably submit any disputes arising from the Terms or the relationship established by this Agreement to the jurisdiction of the Ahmedabad courts. WTC Alliance also reserves the right to initiate proceedings regarding the substance of the matter in the Ahmedabad courts only.



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CHAPTER 7

ACKNOWLEDGEMENT BY JOINING WTC ALLIANCE

By signing the Membership Application form and/or Membership Agreement I/We hereby acknowledge the following:

- I/We have carefully read, fully understood, and willingly agreed to all the terms and conditions outlined in the Membership Agreement Form, and I/We commit to being bound by them in their entirety.
- I/We have thoroughly reviewed and comprehended all the terms and conditions specified on all official platforms, including but not limited to the official website of WTC Alliance, and I/We consent to be bound by them completely.
- I/We acknowledge that I/We have read and fully understood all Standard Operating Procedures (SOPs) and Terms & Conditions associated with the WTC Financial Protection Plan.
- I/We acknowledge that I/We have read and fully understood all SOPs related to the entire operational process of WTC Alliance. I/We are obligated to adhere to them fully under any circumstances.
- I/We hereby declare that I/We will adhere to all the relevant processes outlined in the respective SOPs executed by WTC Alliance.
- I/We commit to being bound by any future updates or changes to any process or part of the process mentioned in the SOPs.
- I/We consent to the WTC Alliance management to proceed with our Membership Enrolment Application in accordance with the terms.
- I/We consent to the WTC Alliance management team to take all necessary steps, including but not limited to requesting or accumulating necessary information, data, and/or documents from the related persons/authority to proceed with the Membership Enrolment Application.



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CHAPTER 8

JURISDICTION CLAUSE

Any dispute, controversy, or claim arising out of or in connection with the membership, potential membership, Standard Operating Procedures (SOP), or any matter not expressly addressed herein shall be exclusively subject to the jurisdiction of the courts located in Ahmedabad, Gujarat, India. All parties involved irrevocably consent to the exclusive jurisdiction and venue of these courts for the resolution of any such disputes.

- As per the Operating Agreement of the WTC Alliance, with regard to any dispute arising from or related to any business transaction, regardless of the country of the member or the location of the member's office, the sole and exclusive jurisdiction for resolution shall be in Ahmedabad, Gujarat, India.
- This jurisdiction clause applies to all parties, including but not limited to applicants, active paid members, potential members, qualified active paid members, and any other entity, whether directly or indirectly associated or engaged in business transactions with the WTC Alliance.
- Additionally, irrespective of the issuance of membership invoices by WTC Alliance Group of Companies, the exclusive jurisdiction for any dispute shall remain in Ahmedabad, Gujarat, India.
- In the event of any dispute that does not fall within the scope of the aforementioned categories, the exclusive jurisdiction for resolution shall, once again, be in Ahmedabad, Gujarat, India.
- This jurisdiction clause establishes Ahmedabad, Gujarat, India, as the designated and exclusive legal venue for resolving all disputes related to the WTC Alliance, ensuring clarity and consistency in the legal framework governing our business operations.



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CHAPTER 9

ASSIGNMENT OF RIGHTS AND OBLIGATIONS CLAUSE

We reserve the right to freely assign all of our rights and obligations outlined in these Business Terms to any of our affiliates, or in association with a merger, acquisition, restructuring, or sale of assets, or by operation of law or otherwise. In the context of such events, we are authorized to transfer Company information to any of our affiliates, successor entities, or a new owner.

However, the Company is expressly prohibited from transferring or assigning any of its rights or obligations specified in these Business Terms to any third party without obtaining prior written consent of Majority of Board of Directors. Any attempt to do so is considered void and may result in legal action.



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CHAPTER 10

VOTE OF THANKS

As we embark on the implementation of these Standard Operating Procedures (SOP), We would like to extend our sincere appreciation to every member for their commitment and diligence. Our collective effort in understanding, embracing, and adhering to these procedures is fundamental to the success of our operations.

We express our gratitude for your attention to detail, your willingness to learn and adapt, and your ongoing dedication to maintaining the highest standards outlined in these SOPs. Our individual and collaborative contributions make a significant impact on the overall effectiveness and efficiency of our processes.

Let this Vote of Thanks serve as a testament to the importance we place on each member's role in ensuring the success of our operations. We look forward to your continued cooperation and excellence in following these SOPs, and we appreciate your ongoing commitment to our shared goals.

Thank you for your dedication, professionalism, and the vital role you play in upholding the standards outlined in these SOPs.



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IN WITNESS WHEREOF, the parties hereto have incorporated this SOP into the day-to-day routine affairs of the company to streamline business processing, as of the day, month, and year first above written, by affixing their signatures below.

Mr. Piyushkumar Govindbhai Patel
Designated Partner
World Top Cargo Alliance LLP

Mr. Tushar Rajeshbhai Patel
Director
World Top Cargo Alliance LTD

Mr. Rakesh Util Bhagat
World Top Cargo Alliance LLC
Director



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