



ROANOKE TRADE

International Insurance Brokers Since 1935



## “FastBond™ is like my morning coffee... I can't live without it!”

Once users are hooked it's hard to turn back—and the 'FastBond™ fix' may be stepped up a notch due to Roanoke Trade's recent enhancements. Below are just a few reasons why customs brokers think FastBond™ is good for their business.

### **Instant Access and Control**

FastBond™ allows users to query all of their Roanoke Trade bonds—even paper/manual bonds issued years before the user started using the program. It also provides users with access to their history in order to view, print or email all or some of the portions of a FastBond™ issued bond package. If the user issued a bond and identifies a mistake, they can edit it from history and re-issue/reprint a corrected version. Roanoke Trade's billing system will make the appropriate adjustments and the user may then view the complete billing detail in real-time and print a copy of their invoice. Bond reporting and the potential for discrepancies are eliminated.

### **Unbeatable Customer Service Integration**

The approvals and bonds that Roanoke Trade's service representatives process on a client's behalf are issued directly in FastBond™ which means they are accessible to the user instantly. No interface or download is required so there are no transmission file paths that must be initiated, and there is no need to determine whether to send files vial email attachment or FTP; FastBond™ is online and real-time 24/7. In addition, Roanoke Trade runs a back-up server so if one goes down the other takes over to keep users operational.

Enhancements become available simply upon logging in; and, if you add a new user or an existing user changes computers, there is no need to install or reinstall software. Users may work from anywhere, and some have logged in to issue a bond right in their customer's office or to look up client data while traveling.

### **Administrative Rights with Advanced Security Options**

Since the inception of FastBond™, security options permit access to all of a company's locations or just one. A new feature allows permitted users to change their billing location right from the bond issuance screen, and reverts to their original location upon changing it back or the next time they log in.

### **Reports and Queries**

The data is yours... and you'll find recent FastBond™ enhancements have made the query features more user-friendly and powerful than ever. New tools will help you analyze your bond data with ease and user administrators now have export capabilities.

### **ADAPTIVE TO CHANGE**

In 2002, Roanoke Trade took FastBond™ from software to a fully online, real-time communication link. Ever since, there have been a number of substantive areas in which FastBond™ has continued to excel in the industry; and, it is built on a flexible foundation that can adapt to change quickly no matter what CBP brings our way now and in the future.

### **PRODUCT SUPPORT ABOVE AND BEYOND**

Roanoke Trade has a team of technical support and bond service representatives ready to assist with FastBond™. There are also two mobile phone numbers provided to users for after-hours and weekend support, and training or demonstrations can often be arranged on the spot or with minimal notice. FastBond™ is not just another program—it's backed by a dedicated service team stemming from an organization that encourages teamwork at every level to support its clients.

For more details or for a demonstration contact 1-800-ROANOKE, ext. 1249 or [fastbond@roanoketrade.com](mailto:fastbond@roanoketrade.com)