



BANGLADESH FREIGHT FORWARDERS ASSOCIATION

Initiative to address local Delinquent Clients and protect BAFFA members' interest

Key Measures to Address Local Delinquent Clients.

BAFFA is hereby introducing the following guidelines to protect her members from local clients who fail to fulfill or comply with their financial obligations. These guidelines will be effective immediate.

1. Issuance of Three Notices.

1.1. When a local client defaults on payments to a member/freight forwarder, upon receiving request from the said member, BAFFA will issue upto three notices within 07 days period to the relevant client and its respective industry association (e.g., BGMEA, BKMEA).

1.2. The notices will demand for prompt settlement of the outstanding dues or provide a clear explanation to avoid further consequences.

2. Debarring

2.1. If any client fails to comply despite receiving the notices, BAFFA will proceed to mark the said client as "debarred" on BAFFA website.

2.2. List of debarred clients will be accessible by all members, which will ensure transparency and empower members/forwarders to make informed decisions about doing business with unreliable clients.

3. Operational Restrictions.

3.1. To bolster accountability, BAFFA may impose operational restrictions on debarred clients.

3.2. If any member or forwarder decides to do business with a debarred client, BAFFA may withhold or suspend issuance of the gate passes for such client's products at HSIA or EDU at Chittagong Port. This system will ensure that defaulting clients do not circumvent their responsibilities by switching service providers.

4. **Member Collaboration and Reporting.** The success of this initiative would depend on active participation of BAFFA members. We therefore call upon all members to:

4.1. **Report Delinquent Clients.** Notify BAFFA promptly if a local client defaults on payments or fails to resolve disputes. Please ensure that all relevant documents are submitted to substantiate the claim.

4.2. **Verify Client's Status:** Prior to entering into any agreements with a local client, members are requested to verify such client's status on the BAFFA website to ensure they are not debarred.