HEROIC SOLUTIONS LLC
Carrier resources | Onboarding
global@heroicsolutions.net | 214-457-1573

Carrier insurance requirements

To haul a load arranged by Heroic Solutions, submit your onboarding documents and receive written approval before pickup. These standards apply to U.S. general freight; each load may require additional coverage or qualifications.

Required coverage

Coverage	Heroic baseline	What we verify
Commercial auto liability	$1,000,000 combined single limit per accident	Bodily injury and property damage; coverage for the actual tractors, drivers and operation assigned.
Motor truck cargo	$100,000 per shipment or vehicle, and sufficient for the full declared load value	Commodity, territory, theft, unattended vehicle and other exclusions; deductibles and applicable sublimits.
Commercial general liability	$1,000,000 per occurrence and $2,000,000 aggregate	Coverage for applicable business operations. This does not replace auto or cargo coverage.
Workers compensation and employers liability	Workers compensation at statutory limits where required; employers liability $500,000 each accident / disease policy / disease each employee	If a lawful exemption applies, disclose it and submit documentation for review before hauling.

These are Heroic selection standards. They are not a statement that every listed limit is federally mandated. FMCSA generally requires $750,000 public liability for nonhazardous for-hire property carriers using vehicles of 10,001 lb GVWR or more, and does not require a federal cargo filing for ordinary general freight. Smaller vehicles and special commodities have different rules.

Coverage for specific loads

• Refrigerated freight: confirm refrigeration breakdown and temperature-related coverage, exclusions and sublimits before accepting the load. Keep temperature records.

• Higher value cargo: arrange adequate limits or a load-specific endorsement before pickup. Do not assume the $100,000 baseline is sufficient.

• Drayage and trailer interchange: provide applicable interchange or non-owned trailer coverage, limits matched to equipment value, and required port credentials or agreements.

• Hazmat, oversize and other specialized freight: obtain written approval, required permits and coverage for the actual commodity; hazmat liability requirements can be $1 million or $5 million depending on the operation.

Reference: FMCSA Insurance Filing Requirements. Load-specific requirements will be communicated before acceptance.

Carrier approval requirements

Provide accurate information under the same legal carrier identity used for your operating authority, insurance and carrier agreement. A tax owner name on Form W-9 may differ where IRS rules require it; explain the relationship.

Insurance evidence

• Have your insurance agent send a current certificate of insurance directly to global@heroicsolutions.net. Identify Heroic Solutions LLC as certificate holder; contact us for the current certificate-holder mailing address.

• Show carrier legal name, insurer, policy numbers, coverage limits, effective dates and expiration dates. Provide applicable endorsements, vehicle schedules and deductible details when requested.

• Certificate-holder status does not make Heroic an additional insured or loss payee. Any required status must be supported by the actual policy endorsement and agreed before dispatch.

• Keep coverage active throughout each movement. Send renewal evidence before expiration and notify Heroic immediately of cancellation, lapse or a material change. Do not accept or pick up a new load with a coverage gap.

• A certificate alone does not establish coverage. We may verify policies directly with the agent or insurer. Disclose exclusions, sublimits and deductibles that could affect the shipment.

Documents and qualifications

• Active USDOT registration and applicable operating authority, with required filings. Exempt or intrastate operations must provide the legal basis and applicable state authority for review.

• Signed Heroic broker-carrier agreement; completed carrier profile on page 4; completed IRS Form W-9 for U.S. persons; current insurance evidence.

• Dispatch, safety, billing and insurance contacts; business address; fleet and service information; factoring notice of assignment if applicable. Arrange payment verification separately.

• No active out-of-service order or Unsatisfactory safety rating. Carriers with Conditional ratings, no rating or limited operating history receive additional review; no rating alone is not a rejection.

• Qualified drivers with appropriate licenses and endorsements, medical qualification where required, hours-of-service compliance, and applicable drug and alcohol testing and Clearinghouse compliance.

• Transport using equipment and drivers lawfully controlled under your approved authority. Do not rebroker or transfer a load to another carrier without Heroic's prior written authorization.

W-9 submission: Download the official IRS Form W-9 from our resources or irs.gov/FormW9. Follow its instructions, provide the proper name and taxpayer ID, and complete the certification as applicable. Request a private delivery method from Heroic before returning tax or bank information. Never post a completed form on a public page. Foreign persons should contact us about the appropriate tax form.

Approval: We verify identity, authority, insurance and safety before authorizing a load. Submitting documents does not guarantee approval or freight. Any exception must be agreed in writing before dispatch and cannot waive a legal requirement.

Fleet and service standards

Tell us what equipment you operate and how you maintain it so we can match you with suitable freight. Carriers remain responsible for safe equipment, driver supervision and regulatory compliance.

Fleet information to provide

• Tractor and trailer counts, with owned and leased equipment separated; trailer types, lengths, usable dimensions and payload capability; primary lanes and operating regions.

• Special capabilities such as reefer temperature range, liftgate, pallet jack, tarps, load securement, team service, tracking and port access. List any service restrictions.

• For each assigned load: driver and dispatch contacts, tractor and trailer identifiers, applicable insurance schedule evidence and the information needed to verify the actual carrier at pickup.

Maintenance and inspections

• Maintain a documented preventive maintenance program based on manufacturer recommendations, mileage, engine hours, time and operating conditions. There is no single service interval suitable for every truck.

• Provide your normal tractor, trailer and reefer service intervals; most recent service dates; next due service; and the name or role responsible for maintenance. Attach a unit schedule for larger fleets.

• Keep brakes, tires, steering, lights, coupling devices and safety equipment in proper operating condition. Repair safety defects before operation; do not dispatch out-of-service equipment.

• For covered commercial motor vehicles, maintain evidence of a passing periodic inspection within the preceding 12 months. Maintain required vehicle maintenance and repair records and supply relevant records on request.

• Drivers must inspect and confirm that equipment is safe before driving and complete defect reports where required. Reefers must be operational, pre-cooled when required, and able to maintain the specified temperature.

Performance on Heroic loads

• Confirm appointment times, commodity, weight, temperature, securement and instructions before acceptance. Use clean, dry, suitable equipment and lawful loading and weight practices.

• Provide pickup and delivery updates and agreed tracking. Report delays, breakdowns, seal problems, shortages or cargo damage immediately; follow the Carrier Claims Process.

• Record exceptions on the bill of lading and delivery receipt. Submit a readable signed POD and required receipts within 24 hours of delivery as Heroic's service target.

References: 49 CFR 396.3 for systematic maintenance and records; 49 CFR 396.17 for periodic inspections. Requirements apply according to the operation and equipment involved.

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Carrier fleet and maintenance profile

Type into this page, save the PDF and return it with your onboarding documents. Attach a fleet list or maintenance schedule if you need more space. Do not enter tax IDs or bank details on this profile.

Email subject: Carrier Setup | Legal Carrier Name | MC or USDOT Number

Legal carrier name

DBA name if any

USDOT number and MC number if applicable

Business address

Dispatch contact and phone

Email and after-hours contact

Safety or maintenance contact and phone

Billing contact and email

Tractors owned / leased counts

Trailers owned / leased counts

Equipment types, sizes, payload and special capabilities

Primary lanes and operating regions

Tracking method and service restrictions

Tractor service interval and last / next service

Trailer service interval and last / next service

Reefer service interval and last / next service or N/A

Periodic inspection dates or attached unit schedule

Maintenance provider and defect repair procedure

Insurance agent name, email and phone

I confirm this information is accurate to the best of my knowledge. I will provide supporting records and report material changes. This profile does not replace the broker-carrier agreement or load approval.

Prepared by and title

Date