

May 2018

## Customer Reminder

### New password policy for e-STAR

Dear Customers

#### Re: Introducing a new password policy to e-STAR for added security

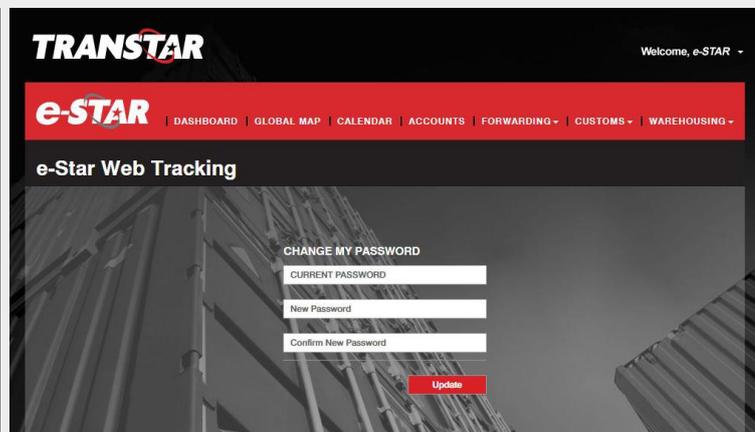
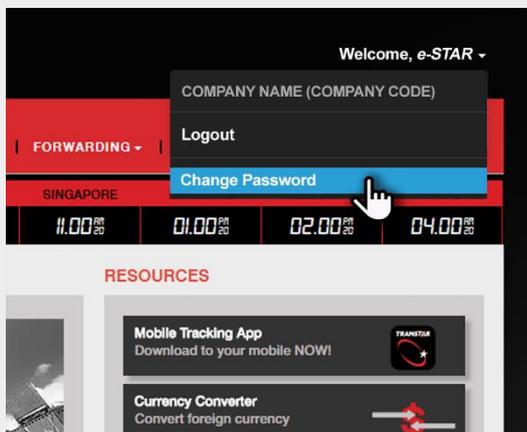
The security of our network and customers is of paramount importance to us. At Transtar, we continue to upgrade our systems and software to ensure we meet current industry standards.

For those of you familiar with e-STAR, our online tracking platform, we are introducing a new log-in password policy that is aimed at keeping your information safe, whilst ensuring easy access to your shipping, accounts and warehousing details at all times, including via our Mobile App.

Best practice is for customers to choose their own password, ideally with a minimum of 6 (six) characters, and this is what we are now encouraging.

For existing customers to change their password, please do as follows:

1. Log-in to e-STAR as you usually do, or via the following link <https://estar.transtar.net/>
2. Select **Welcome, Contact Name** in the top right corner, and then **Change Password** from the dropdown menu.
3. Follow the prompts at the Change My Password page – enter your **CURRENT PASSWORD**, then your **New Password** that is a minimum 6 (six) characters, **Confirm** and select **Update**
4. If you have set up a log-in on the Transtar Mobile App (for IOS or Android), you will need to update your password here also.



**Please Note:** If you have not updated your password after 60 days, at your next log-in you will be redirected to the [Change My Password](#) page. You can continue to use the site even if you do not change your password, but you will be reminded at log-in every 2 weeks from then on.

For customers who do not currently have an e-Star log-in, please contact your Transtar representative and they will be able to arrange this for you.

We will continue to innovate and expand our services to ensure we deliver best possible value for our customers. Should you have any questions, please don't hesitate to contact your Account Manager.

Kind regards

Customer Service