

CASE STUDY

HUB appealed Hershey Creamery Inc.'s Safety Rating which ultimately led to more competitive quotes at their next policy renewal

Executive Summary

After a USDOT audit left a private label food manufacturer, Hershey Creamery Inc., with a number of citations, HUB's Fleet Risk Services team helped them by preparing for the audit, assisting during the actual audit, then submitting a Safety Rating appeal. Once the appeal was accepted, HUB was able to secure a number of competitive insurance quotes for their next policy renewal.

Hershey Creamery Inc.**BUSINESS: Frozen food delivery fleet, 235 units, 210 drivers****LOCATION: Midwest & Eastern US****CHALLENGE**

A standard USDOT audit of Hershey Creamery left them with citations for violations of "Controlled Substance and Alcohol Testing," "Driver Qualification and Fitness" procedures and recordkeeping violations. This audit resulted in the same "Conditional" safety rating the creamery had since 1991, making it difficult for them to attract competitive quotes at renewal time.

SOLUTION

HUB Fleet Risk Services helped the Hershey Creamery Inc.'s fleet operation organize, prepare and submit a Safety Rating appeal by responding to each USDOT audit citation, and ultimately requesting a Safety Rating upgrade.

RESULTS

Just a few months later, the creamery received confirmation that the appeal was accepted and the creamery's 25-year-old safety rating was upgraded to "Satisfactory." The upgrade helped HUB attract a number of competitive insurance quotes at the Hershey Creamery Inc.'s next policy renewal. Good CSA/SMS scores are a chief indicator in insurance rates and customer contractual requirements.

USDOT audit
violationsHUB's rating
appealUpgraded
Safety Rating**Reduced
insurance rates**

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