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US DOT # 981371 ICC MC 414146

## **CLAIM FILING PROCEDURES**

Movers USA, Inc. is pleased to provide you with moving and/or storage services during your recent relocation. Although we do anticipate that each move will go smoothly, there are occasions when damage, loss, or other service related issues may arise. In those events, we would like you to be aware of the following Claims Filing Procedures;

- All claims for loss, damage, delay, overcharge, or service issues must be filed in writing with our Office, within the statute of limitations prescribed in your Bill of Lading (BOL).
- Claims must include your contact information (name, address, telephone number, e-mail address), moving identification (job number, date of move, location), an itemized list of loss, damage, or service issues, and the amount sought for each item. Claims must also include a copy of your Bill of Lading (BOL), as well as supporting documentation of the loss/damage claimed (photos, repair estimates, receipts, etc.), and must be signed by the Shipper/Customer.

To request a Claim Form, please contact our Independent Claims Processing Center at:  
**(201) 437-6900**  
**Between 10am-5pm Monday-Friday** (this is a toll call)

Alternately, you may submit your claim in writing to our Office at the above address.

- Upon receipt of a written claim, you will receive written acknowledgement of the claim within 30 days, which will include the Claim Number assigned to your claim.
- Following that, your claim will be decided within 120 days of receipt of a fully completed Claim Form with all documentation, based on the coverage rate chosen for your move. In the event a claim cannot be finalized by that time, written documentation of the updated status will be sent to you at that time.

We are most hopeful that you have had a successful and stress-free relocation with Movers USA, Inc. Should you require any further assistance with filing a claim, please feel free to contact our Office at the above address or telephone number. Thank you.