

## **Claims Information Form – Customer Copy:**

**Please read the requirements & regulations to ensure a smooth resolution for your claim**

In the unlikely event you may realize that some of your goods are damaged or missing, or if you feel that you have been over-charged or charged for services that you didn't receive prior, during or after services were completed, all customers fully understand that they must initially give the service provider (Moving Company) the first right to fully investigate and respond in writing with a resolution to their issues.

To start your claim/complaint process, please log on to [www.MovingClaims.net](http://www.MovingClaims.net). When entering our site, click on the **Filing a Claim** tab and register your claim information. Please have your full name as it appears on the bill of lading (Contract), the legal name of your service provider (Moving Company), your order number or move confirmation number, an email address, and a valid phone number where we can contact you.

Upon receiving your information online, a **Claim Acknowledgment Confirmation Notice** will be sent to you via email, confirming that your claim/complaint has been received and entered to our electronic system. **Note:** Please make sure to check your junk or spam folders for our email confirmation. If you need to contact us via phone, feel free to call us at 1-800-513-6060 - Mon-Fri 9AM-5PM; Eastern Standard Time.

### **Filing Limitations:**

A claim for Loss, Damage, Delay or Overcharge must be filed in writing or electronically with your carrier (through us) within 9 months of delivery for international or interstate moves or within approx. 15-90 days for local or intrastate moves depending on your local state regulations. You **MUST** check on the back of your Bill of Lading for the correct time limit to file a claim or you may contact your carrier directly to inquire about the time limit. Federal regulations allow up to 120 days for claims to be offered settlements or denied. If the investigation of a claim requires additional time beyond the 120 days, an extension notice must be provided every 60 consecutive days, until a claim settlement has been offered or denied in writing to the customer.

MovingClaims.net allows a claim to be filed only once. No additions will be accepted at a later time than the date your claim has been received in our office or posted online. Please make sure to inspect your shipment properly prior to filing your claim so that all items may be included. Please make copies of all documents mailed to MovingClaims.net. We will not be able to send any documents back to you.

### **Dispute Process:**

If you are not satisfied with the settlement offer made by MovingClaims.net on behalf of your carrier, you must send your dispute in writing to [Legal@MovingClaims.net](mailto:Legal@MovingClaims.net) or you may mail your dispute along with any supporting documents to: MovingClaims.net, P.O. Box 630686 – Miami, FL 33163. A **Dispute Receipt Acknowledgement** will be sent to your email on file or via mail. At that point, your file will be reviewed by a senior adjuster. If any adjustments are due, or if no adjustments can be offered, you will be notified in writing. If MovingClaims.net final resolution is not accepted you may request to proceed with Arbitration.

### **Arbitration program:**

All customers have the option to request arbitration through your carrier's Dispute Settlement & Arbitration Program. Since MovingClaims.net is a third party claims company, the specific details of your carrier's Arbitration Program are different and will be provided upon request and once the claim process is completed as required by law.

***All carriers have the right to try and settle a claim directly with their customers prior to proceeding with arbitration. Unless a claim has been filed and a resolution has been offered, no arbitration can be offered.***