

CLAIM FORM



We are sorry that you have found it necessary to report a claim. Mayflower attempts to settle all claims in an equitable and timely manner. We appreciate your cooperation in filling out the form on the reverse side. Upon receipt of the form, a file will be established and assigned to an adjuster. You should receive a letter within three weeks of receipt of the claim form in acknowledgement.

General Instructions:

- A. Please retain the damaged articles, including the shipping cartons. These items must be available for inspection.
- B. Time limit for filing a claim is nine months from the date of delivery or conversion to permanent storage.
- C. Please have shipping documents available at the time of the inspection.
- D. Transportation charges must be paid prior to claim settlement.

Helpful Hints:

- A. The **ORDER FOR SERVICE NUMBER** must be referenced on the claim form and any subsequent correspondence or inquiries. If not already entered on the claim form, this number can be found at the top right hand corner of the Bill of Lading. This number also appears on the top right hand corner of the Order for Service.
- B. Complete the top portion of the form thoroughly. Include zip codes with addresses and area codes with telephone numbers. Please give the phone numbers where you can be reached during normal business hours.
- C. Complete all columns for the articles claimed:
 - 1. Not providing inventory numbers may delay the processing of your claim.
 - 2. Give a brief description of article claimed including make and model number if applicable.
 - 3. Describe the extent, location and nature of the damage.
 - 4. Indicate the article's replacement cost today for same or similar articles
 - 5. Enter the amount or proposed action you are claiming in settlement. The claim form is not complete without this information.
 - 6. If the claimed item was packed, please indicate whether the carton was damaged by marking yes or no in the appropriate column. This information is important since we allocate responsibility to the party responsible for the reported damage.
- D. If additional space is required, please be sure that the attached pages include the same information requested on this form.
- E. The claim form must be signed and dated. Failure will result in the form being returned for signature without settlement.
- F. Be sure all unpacking has been accomplished and all items checked before submitting claim.
- G. Do not have any items repaired or altered in any way unless we authorize you to do so.
- H. Please substantiate residence or auto damage with written estimates.

SAMPLE

1 Inventory number	1a Article weight	2 Article description	3 Description of loss / damage	3a Date of purchase / Age of item	4 Cost to replace	5 Amount claimed	6 Was carton damaged?
38	40 lbs.	End table	Scratched top	4 yrs.	\$275.00	repair	N/A
15	30 lbs.	Glass bowl	Broken	8 mths.	\$22.50	\$22.50	no

Minimum filing requirements

Federal regulations establish the minimum filing requirements as a "communication in writing from a claimant filed with a proper carrier within the time limits specified in the bill of lading or contract of carriage for transportation, and (I) containing facts sufficient to identify the baggage or shipment or shipments of property involved, (II) asserting liability for alleged loss, damage, injury or delay, and (III) making a claim for the payment of a specified or determinable amount of money, shall be considered as sufficient compliance with the provisions for filing claims embraced in the bill of lading or other contract of carriage."

