

FILLING OUT YOUR INTERSTATE CLAIM FORM

In order for a form to be accepted as a claim, it must be fully completed to be processed correctly. If the form is not filled out with the necessary information, it will be returned back to you. Below we have explained some of the asked questions to better assist you in filling out your claim.

Please make sure that you fill out your contact information completely providing us with both your destination information and your origin information

Order for Service Number: This number can be found in the upper right hand corner of your Bill of Lading (the legal-sized contract).

Inventory Number: When the van operator loaded your items for transport, he/she itemized all your articles and cartons. Each piece would have gotten a sticker with a number and that number would match up with the itemized listing on your Inventory pages. Please list the sticker number coinciding with the article you are claiming. If the item you are listing was a packed article (i.e. plate, figurine, mug, etc.) please list the carton number that it came out of.

Article Description: This is the item you are claiming. Please be specific. For example, if you are claiming a television, please list the make/model and size. (i.e. 27" Sony TV).

Article Weight: *This column is only necessary to those who did not purchase additional coverage on their move and have \$.60 per pound per article.* Please list the weight of the article you are claiming. If you are not sure of the article weight, we can assist with filling that portion out for you. We have a Military Weights and Measurements Guide provide us with how much articles weigh.

Description of Loss or Damage: This is where you list what is wrong with the article. Once again, please be specific. For example, if you are claiming that there is damage to your table, please note "scratch on top center" instead of just "scratched".

Age of Article: We need you to either list the year the article you are claiming was purchased or you can simply list "5 years" or "20 years" etc.

****The next two are the most important columns on the form. If either column is left blank, the form will be returned back to you****

Cost to Replace: In this column, you need to list the value of the article. This can be the amount you purchased it for or the cost to replace the item currently. This column is especially important in determining settlement.

Amount Claimed: This is the amount you are claiming in settlement. The claim form is not complete without this column. You can list the replacement value, the amount you would be willing to accept as a settlement amount or you could simply write the words "repair".

Carton Damaged? Yes or No: This is for all of your packed/cartoned items. Please write either "yes" or "no" to any visible damage to the exterior of the carton the item was in.

The last part is to sign and date the form. If you have additional comments, there is also a section on the lower half to write any notes.

The yellow copy is yours to keep for your record. Please return the top white copy.

