



Groves Moving & Storage

UNITED

2404 Wilson Road, Harlingen, TX 78552

888-457-6683 Toll Free 956-423-4328 Fax

Jack McNally - jack@grovesmoving.com

CLAIMS ACKNOWLEDGEMENT

Good Day:

We acknowledge your intent to file a claim for loss or damage and we have attached the proper claim form hereto. We apologize for any inconvenience. In order to process your claim, we request that you complete, sign and return the attached form. It must be in our possession no later than nine months after delivery – else your claim may be denied due to untimely filing.

For faster processing, please return the form to:

Groves Moving & Storage
P.O. Box 2025
Harlingen, Texas 78551

In addition to filing the form we ask that you please:

- * Obtain an estimate of repair from a reputable local company for any repairable items. If the company charges for repair estimates, contact us and we will either arrange to have the estimate billed to us or we will offer an alternative company to provide an estimate. Do not pay for repair estimates unless we so authorize you in writing. If you are handy with tools, you may request an amount you feel is justified for 'self-repair'
- * Do not discard any items or have them repaired until the claim is settled
- * Do not allow anyone to use a claimed item in any way which might further damage the item or pose a hazard to the user
- * Do not remove the inventory tag from the items you are claiming or cartons containing those items
- * Do not discard the container into which claimed items were packaged
- * If something is not repairable, we need to know the make and model of the item and what it would cost to purchase something of like kind and quality. This may be provided in the form of receipts, appraisals, insurance inventories or even internet links to items from vendors of similar products

We appreciate having had the opportunity to be of service on your relocation. Please be assured we will handle your claim as expeditiously as possible.

Jack McNally
jack@grovesmoving.com

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

We are sorry you have found it necessary to report a claim. United 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 3 weeks of receipt of the claim form in acknowledgment.

General instructions:

- A. Please retain the damaged articles, including shipping cartons. These items must be available for inspection.
- B. Time limit for filling claim is 9 months from date of delivery or conversion to permanent storage. The 9-month filing period may not apply to government and some national account contracts.
- C. Please have shipping documents available at time of inspection.
- D. Transportation charges must be paid prior to claim settlement.

Helpful Hints:

- A. The **ORDER FOR SERVICE NUMBER** must be referenced on 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 top portion of form thoroughly. Include zip codes with addresses and area codes with telephone number. Please give us the phone numbers where you can be reached during normal business hours.
- C. Complete all columns for 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, (COFFEE TABLE, TV - XYZ, MODEL 123).
 - 3. Describe the extent, location and nature of damage (SCRATCH TOP RIGHT EDGE, OR LEFT REAR LEG BROKEN).
 - 4. Indicate the article's replacement cost today for same, or similar articles.
 - 5. Enter the amount you are claiming in settlement. The CLAIM FORM is not complete without this amount.
 - 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 attached pages include the same information requested on this form.
- E. The claim must be signed and dated. Failure to sign will result in the form being returned for signature.
- F. Be sure all unpacking has been accomplished, and all items checked, before submitting claim.
- G. Do not have any items repaired unless we advise you to do so.

SAMPLE

1. Inventory number	Article weight	2. Article description	3. Description of /loss damage	Date of purchase/ Age of item	4. Cost to replace	5. Amount claimed	6. Was carton damaged? yes no
38	40lbs.	End table	Scratched top	4 yr.	\$275.00	\$50.00	N/A
15	30lbs.	Glass bowl	Broken	8 mth.	\$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 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."

PLEASE RETURN THIS FORM TO:

United Van Lines, LLC

Claim Dept. or Your United Agent
 One United Drive
 Fenton, MO 63026