

We regret 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 20 days 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 filing claim is 90 days from delivery of the shipment to the final destination or after a reasonable time for delivery has elapsed in the case of failure to make delivery.
- 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 Moving Services Contract. This number also appears on the top right hand corner of the Proposal.
- 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.
- H. Please substantiate residence or auto damage with written estimates.

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	40 lbs.	End table	Scratched top	4 yr.	\$275.00	\$50.00	N/A
15	30 lbs.	Glass bowl	Broken	8 mth.	\$22.50	\$22.50	No

Minimum filing requirements

A claim must be filed in writing with the household goods carrier or the household goods carrier's agent whose name appears on the moving services contract. The claim must include enough facts to identify the shipment. The claim must also describe the type of claim and request a specific type of remedy. Shipping documents cannot be substituted for a written claim. A claim submitted by someone other than the owner of the household goods must be accompanied by a written explanation of the claimant's interest in the claim.

PLEASE RETURN THIS FORM TO:

United Van Lines, L.L.C.

Claims Department
 One United Drive
 Fenton, MO 63026