

HOW TO FILE YOUR MOVING CLAIM / COMPLAINT

Dear Valued Customer,

In the 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 understand that they should initially give the service provider (Their 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 SEE THE INSTRUCTIONS BELOW:

- LOG ON TO <https://www.MovingClaims.net>
- WHEN ENTERING THE SITE, CLICK ON THE TAB - **REGISTER YOUR MOVING CLAIM / COMPLAINT**

PLEASE MAKE SURE TO HAVE THE FOLLOWING INFORMATION WHEN REGISTERING YOUR CASE:

- YOUR MOVING COMPANY LEGAL NAME.
- YOUR FULL NAME AS IT APPEARS ON THE BILL OF LADING (CONTRACT).
- YOUR FULL CURRENT ADDRESS.
- A VALID PHONE NUMBER.
- A VALID EMAIL ADDRESS.
- YOUR ORDER NUMBER, OR MOVE CONFIRMATION NUMBER.
- MOVED FROM STATE / MOVE TO STATE.
- YOUR MOVE DATE.

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 into our electronic system. **Note: Please make sure to check your junk or spam folders for our email confirmation.**

HOW CAN I CHECK THE PROGRESS / STATUS OF MY CLAIM? If you wish to check the status of your case, **PLEASE** email us at Support@MovingClaims.net. All claim correspondence will be made **VIA EMAIL/MAIL**. We may call you (If needed) for additional information or clarifications regarding your claim.

HOW LONG DOES THE PROCESS TAKE?

FOR LOCAL MOVES: Since there are no specific time limitations regulated by the different states, we have decided to treat local / Intrastate moves as Interstate moves (120 days) so that claims are adjusted in a timely manner. Local / Intrastate moves in the state of California are reviewed within 30 days as required by the California PUC.

FOR INTERSTATE MOVES: Your carrier has 120 days to provide a settlement offer for your claim, from the date your complete claim along with all required documents is received in their office. If claims can't be settled or denied within that time, an extension notice must be sent to the customer within every consecutive 60 days period. MovingClaims.net as the assigned third-party claims company must follow the same requirements as your carrier's. However, as part of our customer service, we strive to offer a speedy resolution.

KINDLY ACCEPT OUR APOLOGIES FOR ANY INCONVENIENCE AND WE WISH YOU THE BEST IN YOUR NEW LOCATION!