

## Instructions on Submitting a Freight Claim

Information and the freight claims manual can be found at <http://www.planar.com/freightinsurance/>. This document is useful as it provides sample documents, forms, and other relevant information that will make the claims process easier and resolved more quickly.

Below is a list of the items that may be required from the insurance provider in order to process your claim. Lloyd & Partners Limited will provide the list of things required in your particular freight claim once you report it via email, phone or fax. This document is meant to explain the purpose of each document or request in more detail.

**Bill of Lading:** Also called, waybill. This is the document that accompanied the shipment from the carrier. It includes the tracking or waybill number, and the reference information about the shipment. This is important as it sets the parameters for the claim by outlining the delivery details. Some of these documents are two-sided, so make sure to capture both sides.

**Evidence of Loss or Damage:** This is most frequently digital photos taken of the damage, to the good and the packaging. The more pictures and the higher quality the photos, the better. We recommend taking pictures of the damage, as well as the rating label of the product which includes the model name and serial number. The purpose of this is to document the damage, since the insurance company does not send an adjuster to evaluate each individual claim.

**First Notice of Loss or Damage Form:** This one page form, available online and in the claim's manual, describes the claim and includes a summary of relevant information like the carrier name, tracking number, and contact information. This form when submitted starts the process and allows the insurance company to issue a claim number (which allows you to track the progress on their website). Your policy number is B0753PC1412459000.

**Invoice:** The insurance company will ask for a copy of your Planar invoice for the entire shipment. This is important as it sets, in most cases, the replacement value of the goods that have been damaged, unless the item can be repaired in a timely manner in which case a repair and shipping estimate can be used. In the case of a service-related shipment, the replacement value won't be the invoice for the repair, but rather the value of the good itself (which may require Planar to estimate for you).

**Letter of Claim Filed with Carrier:** This is a form letter that you submit to the carrier responsible for the loss damage. It is important that you provide a copy of this to the insurance company because after they pay your claim, they may place a claim of their own with the carrier. Because you own the goods that were damaged, they cannot place a claim with the carrier without you first acknowledging that you had given formal notice. It is good to keep record of any correspondence with the carrier, including records of non-delivery or delivery receipt, as it may be relevant.

**Packing List:** This is the itemized list of what was sent in that particular shipment, carton, case, or pallet. This is important to provide because sometimes a particular invoiced order is broken up into several distinct shipments. This allows the insurance company to identify which product applies to each shipment. Also, the invoices often contain other relevant information like the serial numbers of the units shipped.

The more complete the claim, the faster the turn-around time of the reimbursement payment.