

SUBMISSION ACKNOWLEDGMENT NOTICE



Please accept this **ACKNOWLEDGMENT NOTICE** that Moving Claims is in receipt of your claim information.

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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.

NOTE: We highly recommend that you add our email address: Support@MovingClaims.net to your contact list. It will ensure email delivery directly to your Inbox and not your spam folder.

WHAT IS THE TIME LIMIT TO FILE A CLAIM?

For interstate / International / Local California moves it is up to 9 months from the date of the delivery. For local and intrastate moves in all other states other than California, it depends on each state regulation. In most states, it is between 15-90 days from the date of the delivery.

Check with your carrier directly or on the back of your Bill of Lading, for your specific claim filing requirements. Once you file online we will receive your information in our system and will be verifying your information with your carrier to properly assign you a Claim Number.

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We will then email you a claim form to the email you have registered with. All claim forms, claim support documents and copies of shipping documents, can be mailed to our mailing address located on contact us page.

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 move (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

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HOW LONG UNTIL I GET MY CHECK?

In most cases settlement checks are mailed out within a week or two from the date the carrier receives the signed release from us. Some carriers have specific dates to issue checks and some carriers mail out settlement checks within 30 days of receipt of the signed release.

Moving Claims requesting carriers to issue checks no later than 45 days of receipt of the signed release. This time frame is an internal requirement and not a legal requirement. You may contact us via email if you need assistance inquiring about your settlement check or you may contact your carrier directly for more specific information.

ARE YOU AFFILIATED WITH THE MOVING COMPANY?

We are not affiliated with any of the carriers to which we provide services. We are a third party claims service company. Many carriers choose to outsource their claims service the same way they would choose to outsource their bookkeeping and accounting to a third party company for various reasons such as: Cost efficiency, Personnel deficiency, Personnel Qualifications, etc.

Moving Claims as a third party Claims Company analyzes claims based on the individual carrier's terms & conditions and state and federal regulations.

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Absolutely NOT! This service is completely free for customers of our participating carriers.

DO YOU PROVIDE SERVICE TO CUSTOMERS IN OTHER STATES THAN FLORIDA?

Yes We Do! We service carriers and their customers Nationwide. However, our business hours are Mon-Fri 9AM-5PM - Eastern Standard Time.

**We extend our sincerest apologies for any damage
and/or inconvenience you have incurred throughout
the process of your move.**



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