

Subject: Settlement Offer for your Moving Claim

Dear Megan Buchanan,

This letter is provided in response to your pending claim for loss, damage, delay, overcharge and / or complaint arising out of your relocation under the carrier / interlining agent Ocean Moving And Storage, Inc. Claim ID / Number noted above.

We have now completed a review of your claim and are prepared to address it.

The documents in our file in conjunction with all statements made by you on your claim form indicate that you chose to release your goods to your carrier / interlining agent, Ocean Moving And Storage, Inc. for a Valuation Protection of 0.60 Per Pound Per Article.

After careful review of all relevant documents provided by both you and the carrier and included with your claim, Ocean Moving And Storage, Inc. is now prepared to settle your claim as follows:

Loss / Damage:

Inv #	Item Description	Weight	Settlement	Amount
66	BAR STOOL	20Lbs.	Per AMSA Weight Guide	\$12
Analysis: N/A				
52	BUFFET / CREDENZA / SIDEBBOARD	140Lbs.	Per AMSA Weight Guide	\$84
Analysis: N/A				
64	TABLE, COFFEE	40Lbs.	Per AMSA Weight Guide	\$24
Analysis: N/A				
32	BOX, CHINA	60Lbs.	Per AMSA Weight Guide	\$36
Analysis: N/A				
82	BENCH (Dresser, Vanity)	0Lbs.	Deny - No Supporting Pictures	\$0
Analysis: The items you are claiming as damaged have no supporting pictures to allow a proper analysis of your claim. Per the carrier's claim filing requirements which are detailed in our instructions page, damaged items without supporting pictures will be denied. Therefore, the carrier must respectfully decline this portion of your claim.				
2	BENCH (Dresser, Vanity)	0Lbs.	Deny - No Supporting Pictures	\$0
Analysis: The items you are claiming as damaged have no supporting pictures to allow a proper analysis of your claim. Per the carrier's claim filing requirements which are detailed in our instructions page, damaged items without supporting pictures will be denied. Therefore, the carrier must respectfully decline this portion of your claim.				
65	BENCH (Dresser, Vanity)	0Lbs.	Deny - No Supporting Pictures	\$0
Analysis: The items you are claiming as damaged have no supporting pictures to allow a proper analysis of your claim. Per the carrier's claim filing requirements which are detailed in our instructions page, damaged items without supporting pictures will be denied. Therefore, the carrier must respectfully decline this portion of your claim.				
4	BUREAU / CHEST OF DRW	90Lbs.	Per AMSA Weight Guide	\$54
Analysis: N/A				
1	CABINET, MEDIA STG.	20Lbs.	Per AMSA Weight Guide	\$12
Analysis: N/A				
88	TABLE, END	40Lbs.	Per AMSA Weight Guide	\$24
Analysis: N/A				
0	*REAL PROPERTY DAMAGE	0Lbs.	Deny - No Exceptions at Time of Delivery	\$0
Analysis: No notations regarding the property damage you are now claiming were taken at time of delivery, to indicate that the damage was caused by the movers. While shipment was delivered at destination, you should have notated the shipping documents to indicate that property damage has occurred. Your statement to which you signature attests, indicates that all items were delivered in good condition and all services were preformed as requested. Therefore, the carrier must respectfully decline this portion of your claim.				
0	*REAL PROPERTY DAMAGE	0Lbs.	Deny - No Exceptions at Time of Delivery	\$0
Analysis: No notations regarding the property damage you are now claiming were taken at time of delivery, to indicate that the damage was caused by the movers. While shipment was delivered at destination, you should have notated the shipping documents to indicate that property damage has occurred. Your statement to which you signature attests, indicates that all items were delivered in good condition and all services were preformed as requested. Therefore, the carrier must respectfully decline this portion of your claim.				
69	HUTCH, TOP	40Lbs.	Per AMSA Weight Guide	\$24
Analysis: N/A				

0	TABLE, NIGHT	40Lbs.	Per AMSA Weight Guide	\$24
Analysis: N/A				

Complaint:

Service Description	Settlement	Amount
Customer complaint	Referred to Carrier	\$0
Analysis: Since the carrier must only offer compensation for loss, damage, delay, or overcharge, no further compensation will be offered for the complaint portion of your claim. However, the information provided by you on the claim form and / or any attachments has been referred to your carrier for them to internally address the concerns expressed and / or any allegation made by you against their employees / agents. The carrier regrets you are not completely satisfied with the service provided to you and may use the information provided by you to implement necessary procedures to avoid future complaints.		

Total Settlement Amount	\$294.00
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A Release Form in the amount of **\$294.00** will be sent to you via email following this email. The release form is issued for the full settlement of your claim. In order to accept your settlement offer, please sign the release form and fax or email it back to us. Ocean Moving And Storage, Inc. will mail you the settlement check within 45 days of the receipt of the signed release.

If you do not accept the settlement please send us a detailed dispute letter to Dispute@CSIPros.org providing material supporting your dispute as detailed in our Dispute Instructions Page. [Click Here](#) to download your Dispute instructions.

if you are unable to open the file please [Click Here](#) to download Free Adobe Reader from www.adobe.com

If we do not receive a response from you within the next 30 days, we will assume "Lack of Interest" and will close your case.

Best regards,

Valerie H.
CSI - Claims Adjuster
Obo Ocean Moving And Storage, Inc