



Jul15, 2023  
Angela Zen  
1625 Sunnymede Ave.,  
South Bend, IN 46615

Claim ID : 1038-2109  
S/O #:H6822479  
Coverage : \$0.60 Cents Per Pound Per Article

Subject: Settlement Offer for your Moving Claim

Dear Angela Zen

This letter is provided in response to your pending claim for loss, damage, delay arising out of your relocation under the carrier / interlining agent Apx Moving. Claim ID / Number noted above.

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

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

## Loss

#	Inv #	Item Description	Weight	Settlement	Amount
1	59	TABLE, SOFA	25 lb	Weight As Claimed	\$15.00

### Analysis

The weight of the article as claimed by you is allowed for this portion of your claim.

2	128	TEA CART	30 lb	Per Industry Standard Weights	\$18.00
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### Analysis

The valuation coverage you have selected for your move offers compensation based on the article

3		RACK, COAT	0 lb	Item Not Tendered to Carrier	\$0.00
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### Analysis

It is the customer`s sole responsibility to be available at time of pick-up and delivery to make sure all items are tendered to carrier at pick up location. At delivery, the customer must check that all items are delivered by the carrier in the same condition as at origin. The customer must make sure all items were taken by the movers before letting the movers leave their residence. Items that are left behind after the movers leave are in customer`s responsibility thereafter. The carrier shall not be liable for loss or damage to any items not tendered to its employees for relocation. Therefore, this portion of your claim is respectfully declined.

4	210	VACUUM CLEANER	20 lb	Per Industry Standard Weights	\$12.00
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Analysis

The valuation coverage you have selected for your move offers compensation based on the article

5		BOX, CHINA	30 lb	Weight As Claimed	\$18.00
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Analysis

The weight of the article as claimed by you is allowed for this portion of your claim.

Damage

#	Inv #	Item Description	Weight	Settlement	Amount
1		BOX, MEDIUM 3.0-4.5	30 lb	Per Industry Standard Weights	\$18.00

Analysis

The valuation coverage you have selected for your move offers compensation based on the article

2	45	ARMOIRE (large wardrobe)	75 lb	Weight As Claimed	\$45.00
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Analysis

The weight of the article as claimed by you is allowed for this portion of your claim.

3		BOX, MEDIUM 3.0-4.5	4 lb	Weight As Claimed	\$2.40
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Analysis

The weight of the article as claimed by you is allowed for this portion of your claim.					
4	163	BOX, MIRROR	45 lb	Weight As Claimed	\$27.00
<b>Analysis</b> The weight of the article as claimed by you is allowed for this portion of your claim.					
5		BOX, PICTURE	4 lb	Weight As Claimed	\$2.40
<b>Analysis</b> The weight of the article as claimed by you is allowed for this portion of your claim.					
6	44	TABLE, COFFEE	40 lb	Per Industry Standard Weights	\$24.00
<b>Analysis</b> The valuation coverage you have selected for your move offers compensation based on the article					
7		BOX, PICTURE	8 lb	Weight As Claimed	\$4.80
<b>Analysis</b> The weight of the article as claimed by you is allowed for this portion of your claim.					
8		BOX, PICTURE	7 lb	Weight As Claimed	\$4.20
<b>Analysis</b> The weight of the article as claimed by you is allowed for this portion of your claim.					
9		BOX, PICTURE	8 lb	Weight As Claimed	\$4.80
<b>Analysis</b> The weight of the article as claimed by you is allowed for this portion of your claim.					

Delay

Service description	Days claimed	Settlement	Amount
Pickup	0	No Specified Claim Amount	0
<b>Analysis</b> Per federal regulations, claims filed with no specified or determinable amounts are considered			

insufficient compliance with the claim filing requirements. When filling out our claim form you did not specify the weight of the claimed item or claim any monetary amount. Since you did not provide either, this portion of your claim is respectfully declined.

Delivery	0	Within Delivery Time Limit	\$0.00
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## Analysis

Based on the first available delivery date you have provided the carrier with, and in conjunction with the carrier's applicable tariff, which allows up to 21 business days for the delivery from the first available date, the delivery was made within the allowed time limit. Therefore, this portion of your claim is respectfully declined.

**Total Settlement:**

**\$195.60**

### Customer dispute:

This is my notification to you that I will be completing a dispute once I have consulted with prof familiar with your workings. Your settlement is wrong on so many levels. Firstly, your personnel misrepresented your services. I specifically asked how any adjustments were made to items missing, broken, destroyed during shipment before moving began. Quoted .60 on the dollar. In addition, finagling by representatives throughout the process. It is the carrier, its representatives to vet and teach the people throughout the process. For example, the first CSI claims adjuster quoted prices to be reimbursed per the amount/value of the article, i.e. tea cart \$1,400, reimburse \$700.00, now someone has changed the formula to use. I would not have received my possessions if I did not conscientiously follow up with the individual entities, Entourage, Pronto, and CSI. I have been professional and courteous throughout and trying to contain my anger resulting from the lack of integrity by APX/POLE/CSI. Reps saying they would call and didn't, referring to the entities in the moving process not Max or CSI reps. Someone making decisions there is not considering damage that can be done to the company(ies), their brand, in the marketplace. Once I've completed my research it will be more that 194.00 settlement offer..

**Account:**zenangela2@gmail.com 07/15/2023 1:29:29 PM

