



2925 Morton Drive  
East Moline, IL 61244

## ***CLAIM HANDLING EXCELLENCE***

**Freight bill exceptions:** The burden of proof for virtually all types of claims rests with the consignee. The consignee must note any and all exceptions on the carrier's copy of the delivery receipt. Please note listed exceptions should be as specific as possible including detailed damage, part numbers, etc.

**Types of claims:** There are basically three types of claims:

1. **Damage:** Damage to the product must be noted on the carrier copy of the delivery receipt.
2. **Shortage:** All shortages must be listed on the carrier copy of the delivery receipt.
3. **Concealed damage or shortage:** These types of exceptions occur when the consignee signed a clear delivery receipt but later discovers a hidden damage or shortage. As a general rule, Standard Forwarding LLC allows 15 days to report concealed loss or damage. To protect your self, call the claim department immediately upon discovery of the problem and retain all packaging materials, etc. for possible inspection. Please note concealed damage or loss claims depending on the surrounding circumstances do not result in a full settlement so make sure your receiving department is well educated in respect to noting exceptions on the delivery receipt at the time of delivery.

**Salvage:** You must retain all damaged material and packaging materials. Failure to do so may result in a zero settlement and will for sure reduce your claim payment. Standard Forwarding LLC may want to inspect the property so it's imperative that you keep the material in the same condition as when it was received. In most cases the Standard Forwarding LLC has a legal right to the salvage and will arrange to pick it up once the claim has been settled.

**Inspections:** Standard Forwarding LLC may want to arrange for an inspection. If so, they will do so as soon as practical. They may also request that damaged goods be returned to the shipper for inspection and repair. This will be done at no further cost to the claimant.

**Who should file a claim:** Whoever suffers the loss should file the claim. Typically this will be the owner of the goods as determined by the bill of lading terms (FOB origin or destination) but may also include parties not listed on the bill of lading.

**What amounts are you suppose to claim:** By law, the carrier is supposed to put the injured claimant in the position it was in before the suffered loss or damage. No one is



supposed to profit from a claim. The claimant will have to provide written proof of the loss. This may be in the form of an original invoice less price discounts, a detailed repair invoice, etc. Freight charges may also be claimed but will be limited to the damaged or lost portion only.

**Claim amount limits:** Except for certain NMFC exceptions, Standard Forwarding's claim liability is limited under TARIFF 200-A to \$10.00 per pound for the damaged or lost goods unless agreed to otherwise contractually. Customers should always arrange ahead of time to purchase additional claim insurance in the event the value of the product shipped exceeds our liability.

**Documents needed to file:** You will need to file a Standard Forwarding Claim Form or any other "Form for Presentation of Loss or Damage Claims" form and may need to attach some or all following:

1. Copy of original bill of lading.
2. Copy of original delivery receipt.
3. Original invoice or certified copy of the value of the goods.
4. Inspection report.
5. Photographs if applicable.

**Where to file:** Standard Forwarding, Cargo Claims Department, P.O. Box 139, East Moline, IL 61244-0139.

**Who to contact:** Martin Quick, Claims Administrator, 309-751-0141 or 800-447-2012, dial 9 then extension 141. Fax: 309-755-4623.  
Email: [cargoclaims@standardforwarding.com](mailto:cargoclaims@standardforwarding.com)

**Time limits:** All claims must be filed in writing within 9 months of delivery or in the case of all shorts, 9 months from the original delivery due date.

**Standard Forwarding Claim Policy:** Standard Forwarding will acknowledge all claims within 15 days of written receipt of the claim form and will settle 95% of all claims within 60 days. All claims are settled within 120 days.

**Standard Forwarding claim ratio:** Our current claim ratio is less than .08%.