

## FREIGHT CLAIMS CUSTOMER CHECK LIST

In order to expedite the claim process, the following information should be helpful.

Obtain and complete a claim form from <http://www.icerail.com> or <http://www.dmerail.com>, Forms tab, Loss or Damage Claim form.

Make sure the form is filled out completely, signed and dated.

Be sure to include:

- Claim basis, Loss or Damage
- Claim Amount
- Date rail car was received
- Date loss or damage was determined
- Was the railroad notified, Yes/No
  - If yes, who and when
- Was there an inspection? Yes/No
  - If no, did the railroad waive the inspection? If so, who?
- Were photo's taken? Yes/No
  - If yes, attached copies
- Copies of any e-mail or other relevant correspondence

The following documents and/or information must be included with your claim:

1. Bill of Lading.
2. Paid freight bill.
3. Verification of loss or damage including scale tickets, load/unload tally sheets
4. Receiving record showing notations.
5. Invoice showing ownership and costs.
6. Salvage allowance. Generally, consignee is in the best position to handle salvage and to mitigate the loss for all involved.
7. Claim assignment. If company filing against carrier is not party to carrier's contract, an assignment from company so appearing is needed. For example, third party shipper generally appears on our Contract of Carriage; if company other than our shipper/consignee is to handle claim, third party shipper must assign claim rights.
8. If claim is filed by third party, proof of payment to your customer.
9. If a shortage claim, verification of quantity shipped and quantity received, as well as seal record at time of unloading and on receipt from carrier.
10. Description of how the claim amount was determined. As example, 100 pieces of X commodity were damaged; X commodity was purchased at \$5 each, claim amount of \$500.