



FREIGHT MANAGEMENT, INC.

Who assumes liability for claims?

Freight Management is not liable for the loss, delay or damage to the goods. The Carrier(s) used for the shipment is responsible and assumes liability, as provided under CFR 370, for all shipment loss and damage claims, including delay.

What is Freight Management's role?

Freight Management assists our Customers and the Carrier(s) who transport the goods throughout the entire claims process. We assist with filing, follow up, and resolution.

Who can file a claim?

The sender, the recipient or a third party can file the claim.

How do I file a claim?

Follow the two easy steps listed below to file your claim.

Step 1: Gather and submit the following documentation:

Required:

- Proof of Delivery (from Consignee)
- Bill of Lading (from Shipper)
- Detailed explanation of claimed amount
- Invoice to substantiate claimed value
- Location of damaged product for inspection

Recommended:

- Description of blocking and bracing technique utilized by the shipper
- Seal number and status upon arriving to the Consignee
- Pictures
- Inspection report,
- Serial number(s) of merchandise

Step 2: E-mail, fax or mail the completed claims questionnaire form with the supporting documentation to us as your agent for claim processing:

- Freightclaims@gofmi.com
- Fax: 1.630.259.8624
- Freight Claims
739 North Ave.
Glendale Heights, IL 60139

When should I file my claim?

Claims for concealed loss or concealed damage must be reported within 14 calendar days and all supporting documentation filed within 9 months of delivery date.

Claims for non-delivery or apparent damages must be filed within 9 months of the date on the bill of lading. All claims will be resolved based on the merits of the claims investigation.

Remember, if your claim is not timely filed, you may lose your legal right to process and recover your claim.

How long will the claim resolution process take?

Most cases will normally be resolved within 45 days after we receive your claim form and all supporting claim documentation, unless additional time for research is needed. Carriers are allowed up to 120 days for claims processing.

What should I do with the merchandise and shipment packaging?

Keep the merchandise and all original packaging, including cartons and contents, until the claim resolution process is finished. It may be necessary to make the packaging available to Carrier(s) for inspection.

Can I get updates on the status of my claim?

Yes, as your claim's processing agent, just send an email to freightclaims@gofmi.com and allow up to 24 hours for a response. In addition, we will supply periodic updates throughout the claims process.

Who makes the final decision on claim resolution?

You, the Customer are the final decision maker on your claim! We assist in the claims processing, but the claim resolution is your call.

630.627.6560

630.627.7026 FAX

www.gofmi.com



FREIGHT MANAGEMENT'S ITEMIZED CLAIM STATEMENT QUESTIONNAIRE

*** Form is designed to assist shippers with carrier claim filings ***

Date: _____

Claimant Company Name: _____

Claimant Address: _____

Claimant Phone: _____ Claimant Fax: _____

Claimant Contact Name: _____

SHIPMENT DETAILS

Bill of Lading Number (if any): _____ Date of Bill of Lading: _____

Commodity: _____

Packing: _____

Was Insurance Purchased Prior To Shipment? Yes No

If yes, what was the dollar amount? _____

DAMAGE OR LOSS SPECIFICS

Shipment Arrived Damaged

Entire Shipment Portion of Shipment # of damaged items: _____

Details of the Type of Damage Incurred: _____

Was the Damage Concealed? Yes No

If yes, when was it discovered? _____

How was it discovered? _____

Delivery receipt was signed: Clean Exceptions Noted

Why the delay in reporting the damage? _____

Were Steps Taken To Mitigate Damage? Yes No

What were they? _____

Shipment Did Not Arrive

Entire Shipment Portion of Shipment # of missing items: _____

What Was Lost: _____ When was Delivery Expected: _____

Weight of Lost Portion: _____ # of lost shipping units: _____

Details of the Type of Damage Incurred: _____

LOSS AMOUNT/REPAIR STATUS

Can the goods be repaired? Yes No Please forward a repair estimate as soon as possible.

Do the goods need to be replaced? Yes No

Estimated Claim Amount: _____