



Agent

Morgan Moving & Storage, Inc.
3301 Ambrose Avenue
Nashville, TN 37207
(615) 226-7000
Fax: (615) 226-7450

Dear Customer:

We're sorry to learn from your recent notification that your shipment did not arrive at destination in the same condition as when entrusted to Morgan Moving & Storage/ Bekins Van Lines for handling and movement.

Enclosed please find a STATEMENT OF CLAIM that needs to be completed by you and forwarded to Morgan Moving & Storage. In order to expedite the settlement process the following information must be obtained:

Inventory Number
Description of Item & Damage
Did Morgan/Bekins Pack the Item
Weight
Cost
Date of Purchase
Amount Claimed

Please make sure that you have completed the claim form in it's entirety including you signature, and have attached all necessary paperwork in order for Morgan/Bekins to adjudicate your claim properly. An incomplete STATEMENT OF CLAIM may be returned and can delay the claims process.

Claims for damage/missing must be filed and received within nine (9) months from delivery. Warranty/Delay claims must be filed within thirty (30) days from delivery. Do not discard any damaged items and/or cartons; do not proceed with any repairs or replacements. The claims Representative must make the necessary determination.

Your cooperation in the completion and return of this form is sincerely appreciated. Thank you for you assistance.

Sincerely,

Morgan Moving & Storage, Inc.
Claims Department

INSTRUCTIONS

1. Claims must be submitted in writing within ninety days of the day of delivery (9 months in the case of interstate claims). No claim will be considered registered until the carrier or its claims representative has received a completed "Statement of Claim" signed by the customer.
2. Carrier or its claim representative reserves the right to require a sworn statement of claim as a condition precedent to claim settlement.
3. Please read the provisions of your insurance certificate (if any) and/or contract terms and conditions on the reverse side of your order for service, bill of lading and checklist.
4. Please note the following heading on the statement of claim:

INVENTORY ITEM NO. - If a checklist was prepared each item on your shipment carries a tag indicating bill of lading number and the item number. If you cannot identify the item from the tag, do so from your copy of the checklist.

ARTICLE - Describe each item carefully. If missing items are claimed, identify by color, size, pattern, manufacturer or brand name, etc. Identify contents of the containers as accurately and completely as possible. Indicate whether cartons were packed by the carrier or owner.

NATURE OF CLAIM - Indicate type, severity, and location of damage.

APPROXIMATE WEIGHT - Indicate the weight of each individual item claimed to the best of your ability.

DATE PURCHASED - If the item was purchased used, so indicate.

COST - For intrastate shipments (all within one state) list the price you paid for the item. For Interstate shipments, list the present market value of the item. If originally purchased used, list present replacement cost for like used article.

AMOUNT CLAIMED - Indicate cost of reasonable repair or replacement, considering age, actual cost and pre-existing damage to item.

5. In the absence of external damage or other proof, the carrier is not liable for mechanical or electrical malfunction of washers, dryers, refrigerators, freezers, television sets, hi-fi sets, radios, phonographs, etc. These devices often fail for reasons other than transportation, or from normal vibration incident to transportation. Proper servicing before and after shipping is the customer's responsibility, except for shipments moving under a United States Government bill of lading where servicing is included in the transportation rate. Until or unless carrier acknowledges liability, service calls to inspect or repair said defects are at the risk and expense of the customer.
6. Loss claims for individual packed items, when all containers are receipted for, will not be honored in the absence of other evidence of loss. Loss claims not confirmed by the delivery receipt will not be honored by the carrier. Confirmed losses will be traced by the carrier. Tracing procedures often take up to ninety days from the time the carrier receives an adequate description of the missing item from the customer.
7. **ACTUAL CASH VALUE OF ENTIRE SHIPMENT** - Estimate to the best of your ability the cash value of your entire shipment at the time it moved. Consider the present day replacement cost less depreciation.
8. Carrier or its claim representative reserves the right of inspection of item claimed within a reasonable time. Do not proceed with repairs or replacement until we have had an opportunity to examine your completed statement of claim and determine the course of action necessary.

HELP US TO HELP YOU - By returning the statement of claim, completed and signed, as soon as possible, to the moving and storage company that provided the service.

