

## INSTRUCTIONS FOR PREPARATION LOSS/DAMAGE CLAIM

The following suggestions are intended to assist in properly completing the Claim Form:

1. No claim will be considered properly presented until the company has received the completed claim, signed and dated by the claimant, indicating a demand for a specific amount of money and accompanied by the required documents. PLEASE NOTE IT IS IMPERATIVE ALL SECTIONS PRINTED IN BOLD ON THE CLAIM FORM BE COMPLETED IN FULL. THE OTHER SECTIONS OF THE FORM SHOULD BE COMPLETED ONLY IF THEY PERTAIN TO YOU. Incomplete claim forms will be returned thus delaying the settlement of the claim.
2. You must promptly notify Executive Insurance Services, Inc., in writing of your intent to file a claim. This notice of intent must be received within 45 days of the date of delivery to your destination residence (if a direct delivery) or within 45 days of the date your shipment was delivered from storage for which an extension was requested and the appropriate premium was paid. FAILURE TO COMPLY MAY PRECLUDE CLAIM SETTLEMENT.
3. Your written claim must be received by Executive Insurance Services, Inc., within 90 days of the date that the Notice Of Intent to File was submitted. FAILURE TO COMPLY MAY PRECLUDE CLAIM SETTLEMENT.
4. It is essential that all information on the Claim Form be completed in as much detail as possible. Special attention should be given to the following:
  - a. **Inventory Number:** Indicate the corresponding number as noted on the shipping inventory prepared by the moving company at origin. This is imperative for missing items.
  - b. **Item Description:** Describe each item in as much detail as possible providing manufacturer, model numbers, pattern information, etc.
  - c. **Describe Damage:** Indicate the nature, extent, severity and location of the damage in as much detail as possible. Photographs are always welcome, either via postal mail or e-mail, allowing us to actually view the damage.
  - d. **Purchase Price, Date and Replacement Cost:** Provide whatever details you have on these categories.
  - e. **Amount Claimed:** Enter the exact amount you are claiming for the item and specify the currency.
  - f. **Foreign Currency:** Foreign currency will be converted into U.S. dollars for payment of the claim.
5. Repair estimates are necessary for all items claimed damaged. These must be written, dated and on letterhead of the repair company, if at all possible. Describe the item and provide a detailed description of the damage and the cost to repair each item. This applies to electronics and appliances in addition to furniture. Incidental items such as tax, pickup and delivery charges are reimbursable only upon submission of a paid receipt substantiating the charge was actually incurred.
6. A Survey Inspection Report is only authorized when a claim for DAMAGES is estimated to exceed \$1500.00 (U.S.). Surveys are NOT authorized on claims consisting only of missing items or for damage claims under U.S. \$1500.00. If you feel a survey is necessary, please contact Executive Insurance Services, Inc., directly for assistance.
7. The following documents are necessary to support a claim:
  - Signed Claim Form
  - Origin movers descriptive inventory
  - Valued Inventory (if applicable and available)
  - Ocean Bill of Lading and/or Air Way Bill (if available)
  - Signed delivery documents (if available)
  - Survey Report (if applicable for damages over \$1500.00 (U.S.)).
  - Written Repair Estimates.

### Special Notes:

- A. Only fully supported substantiated claims can be honored and processed. *It is the claimant's responsibility to provide all required documents necessary to support the claim.*
- B. DO NOT DELAY your claim submission pending receipt of any of the supporting documents. If all are not immediately available, they can be submitted when received. IT IS IMPORTANT YOU NOT MISS EITHER THE NOTIFICATION OR FILING DEADLINES.
- C. All information should be submitted to Executive Insurance Services, Inc., 30 Windsormere Way, Suite 200, Oviedo, FL 32765
- D. All claims must be filed and submitted in English.
- E. Do not discard or dispose of any items without written authorization from Executive Insurance Services, Inc.
- F. Be certain your mailing address is correct. Your check will be mailed to the address noted on the claim form.
- G. If you have an emergency situation, have questions or encounter problems, contact Executive Insurance Services, Inc., immediately for assistance. Phone 407-366-2774, Fax 407-366-4604 or [Email customerservice@execinsurance.net](mailto:customerservice@execinsurance.net)