



Freight Broker Claim Processing

Purpose

The purpose of this document is to provide the Freight Broker with written, step-by-step instructions when filing a potential freight claim.

The program outlined below basically outlines the Freight Broker's responsibility to ensure the claim is filed within the allotted time frame and is fully documented. These instructions will help the claimant gather all required information and documentation needed by our claims team to investigate and resolve a potential claim without any unnecessary delays or confusion.

Submitting A Claim

Once the consignee has identified the exception, the consignee should immediately notify Freight Broker of the exception. The consignee should also be sure the driver is also advised, and the delivery receipt is noted and signed by the Driver. Freight Broker should notify Carrier immediately.

For each claim, the documents and photographic documentation, outlined below, must be included and submitted along with the Freight Broker Claim Request. Claim form and documentation must be emailed to glclaims@freightclaim.com

Time Frame

Claims for physical damage or loss must be reported to the carrier at the time of receiving and unloading of the product. Claims without proper documentation or not submitted in the proper time frame are subject to rejection. Our claims team can supply forms to be used to support claim and notify shipper of a pending claim.

Concealed damages must be reported to Freight Broker and the carrier within 5 business days (See Concealed Damage Instructions on Portal). If the shipment has been received by the customer and the freight bill is not noted with an exception, or the carrier is not notified of a shortage or damage, the claim is subject to rejection.

Proper documentation consists of the following:

1. Completed Claim Form
2. Copy of corresponding COI
3. Signed and noted delivery receipt.
4. Original signed BOL
5. Copy of invoice supporting value of claim
6. Copy of repair invoice if claim is for the cost of repairs
7. Color photographs, clearly showing the described exception to both the packaging and the product.
8. Copy of any additional correspondence between the shipper, consignee and carrier.
9. Salvage Allowance if applicable
10. Disposition instructions

Additional Instructions To Follow

- Consignee must hold onto the freight and packaging material until further instructions are received from the carrier.
- If product cannot be repaired, put into stock, used in manufacturing or it is to be returned to the supplier, contact our claims team for assistance.
- If any of the above steps are not followed, it is possible that the claim will be rejected by the carrier.

Once the Carrier has been notified and the required forms are filled out by the consignee, the forms, along with supporting documents, photos and correspondence must be emailed to: glclaims@freightclaim.com.

Important: only one claim should be submitted per email and sent to glclaims@freightclaim.com, within 24 hours.

Your primary points of contact involving claims are **Joe Catanzaro –312-343-1707**. All correspondence should be sent to glclaims@freightclaim.com.

Once the claim is filed, a copy of the claim will be sent to your attention.