

## **INSTRUCTIONS FOR PREPARATION** **LOSS/DAMAGE CLAIM- PLATINUM PLUS PROGRAM**

The following suggestions are intended to assist in the proper completion of your claim form:

1. No claim will be considered properly presented until the company has received the completed claim, signed by the claimant, accompanied by the required documents and indicating a demand for a specific amount of money.
2. **NOTICE OF INTENT TO FILE CLAIM:** You must promptly notify Executive Insurance Services in writing of your intent to file a claim. A written Notice of Intent to File a Claim must be made within 45 days of the date your shipment arrived in the destination country or within 45 days of the date your shipment was delivered from storage for which an extension of insurance coverage was requested and premium was paid. **FAILURE TO COMPLY MAY PRECLUDE CLAIM SETTLEMENT.**
3. Your written claim must be received by Executive Insurance Services within 90 days of the date that the NOTICE OF INTENT TO FILE CLAIM was submitted. **FAILURE TO COMPLY MAY PRECLUDE CLAIM SETTLEMENT.**
4. Prepare the claim in two copies so that you can retain one copy for your records.
5. It is essential that all items on the claim form be completed in the utmost detail. Special attention must be given to the following.
  - a. **Inventory Number:** Indicate the corresponding "number" shown on the shipping inventory prepared by the moving company at origin.
  - b. **Item Description:** Describe each item for which claim is being made. If missing items are claimed, identify as accurately and completely as possible.
  - c. **Describe Damage:** Indicate type, severity and location of damage on each article.
  - d. **Purchase Date:** Enter the date you obtained the item.
  - e. **Original Cost:** Enter the amount you paid. Specify the type of currency.
  - f. **Cost to Replace:** Enter the cost to buy a like item of the same quality and manufacturer. Specify the type of currency.
  - g. **Amount Claimed:** Enter the exact amount you are claiming for the item. Specify the type of currency.
6. Written Repair Estimates on the letterhead of the Repair Firm are required to support claims for damages.
7. A Survey Inspection Report is only authorized when a claim for DAMAGES is estimated to exceed \$1,500.00 (U.S. Dollars). Surveys ARE NOT AUTHORIZED on claims for missing items or for damage claims under \$1,500.00 (U.S. Dollars).
8. Documents required to support a claim. Please check off documents attached to your claim form submission.
  - > Signed Claim Form
  - > Origin movers descriptive inventory
  - > Valued Inventory (if applicable)
  - > Ocean Bill of Lading or Air Way Bill (as applicable)
  - > Destination mover delivery inventory
  - > Delivery exception list (written notations of damage/loss made at time of delivery countersigned by delivering carrier)
  - > Survey report (if applicable for damages over \$1,500.00 [U.S. Dollars])
  - > Written Repair Estimates for damaged items being claimed.

### **SPECIAL NOTES:**

**A.** Only fully substantiated claims can be honored and processed. It is the claimant's responsibility to provide all required documents necessary to support claim.

**B.** DO NOT DELAY your claim submission pending receipt of repair estimates or other supporting documents. If all required listed documents are not immediately available, they may be subsequently submitted.

**C.** Submit claims in writing directly to:

Executive Insurance Services  
30 Windsormere Way, Suite 300  
Oviedo, FL 32765-6512

**D.** All claims must be submitted in English

**E.** Do not discard or dispose of any item(s) without written authorization from Executive Insurance Services

**F.** Be certain your mailing address is correct. All correspondence, including any forthcoming payment, will be

mailed to the address noted on the claim form.

**G.** If you have problems or questions, you should call us at 407-366-2774 or fax 407-366-4604 or email [customerservice@execinsurance.net](mailto:customerservice@execinsurance.net)