

CARGO CLAIMS PROCEDURES

INSTRUCTIONS IN THE EVENT OF LLOYD'S MOTOR TRUCK CARGO OR PHYSICAL DAMAGE CLAIM:

CLAIMS CAN BE REPORTED VIA PHONE, FAX OR EMAIL

Please contact the following loss adjusting firm as soon as possible:

Carrier Specialty Service, LLC

P.O. Box 5837

Somerset, NJ 08875

TOLL FREE: Phone: 800-444-0848 Fax: 800-496-4948

Phone: 732-805- 0140 Fax: 732-805-3985

Stanley Kanterman

Mobile Phone: 908-507-1569

Email: skanterman@carrierclaims.us

Please also inform your agent.

In order to speed up the handling and processing of your claim under this policy, information regarding the loss and documents including, but not limited to, the following should be provided to the loss adjuster as soon as possible:

MTC CLAIMS

- 1) The Bill of Lading for the transport (front and reverse) and manifest signed by the driver that details the cargo involved in the transport (unless specifically advised on the Bill of Lading).
- 2) The freight invoice for the transport.
- 3) Receipt indicating the loss or damage at the time of the delivery.
- 4) *Shipper's invoice* to the consignee to confirm the value of the *cargo* at the point of shipment.
- 5) Registration documents for the power unit and trailer involved in the loss.
- 6) Employment application, or lease agreement (whichever is applicable) of the driver who was involved in the loss together with an up to date copy of the driver's license.
- 7) Police incident report (if issued) or information necessary to allow the Underwriters to obtain the police incident report.
- 8) Identification of any other insurance which is available to respond to this loss.

For refrigeration breakdown claims, the following additional documentation should be provided:

- 1) Identification of the refrigeration equipment involved in the claim including the make, model, serial number and year of manufacture.
- 2) Copy of the recorded data from the temperature recorder in the trailer.
- 3) Report from the repair shop that inspected the refrigeration equipment following the loss which confirms the cause of the mechanical failure or breakdown of the equipment.
- 4) Copies of all maintenance records for the refrigeration equipment involved in the claim for at least the three (3) consecutive inspections immediately preceding the date of loss.