

Confidential



ACME MOVING VAN LINES
2351 W. Memorial Court
Anthem, AZ 85086
623-551-3248 • 623-551-0243 (Fax)

THIS IS A SAMPLE DOT REQUIRED FORM MEMBERS WILL RECEIVE AS PART OF USMA MEMBERSHIP

CLAIMS PROCESS

Dear Moving Customer:

If you need to file a claim for loss or damages or any grievances, such as refunds, discounts, overcharges, late arrival or delivery, our claims process is simple. If you obtained **insurance** from an insurance company (State Farm, Bakers, etc;) **file with them first**

Please fill out & mail to our claims company the attached **CLAIM SHEET**. **Include along with the CLAIM SHEET the following:**

1. A letter describing damages and/or missing items and any grievances.
2. A copy of your move documents (Bill of Lading, Inventory List)
3. Pictures of damaged items. Just a simple snapshot so that our adjusters can see the extent of the damage. Put your name on the back of the photos.
 - a. If you purchased Full Replacement Value coverage you must provide receipts or proof of purchase for claimed items and 2 estimates for repair
 - b. **Mail these to our Claims department;**



ARBITRATION PROCESS

You may request arbitration by contacting the United States Movers Association

