



CSI CLAIMS INFORMATION

Claim Filing Procedures:

If your goods are damaged or missing at delivery, if the movers arrive late at pick up or your goods arrive late at destination, if you feel you have been charged for services not rendered, please contact us at WWW.CSIPROS.ORG to register and have your login information sent to you. Click on "[Customer Center](#)" tab at our [Website](#) then click on "[Click Here To Register](#)" to register your information and start your claim process. A Registration Acknowledgement Email will be sent to you to confirm your registration. If you do not receive the email make sure to check your "Spam" or "Junk" mail folder. If you still did not receive the Registration Acknowledgement email, there may be a problem with the email entered. Make sure to check all possible email folders prior to calling CSI. A Claim Login Email will be sent to you once your information has been verified. When calling CSI please make sure to provide: Customer Name as it appears on the Bill of Lading, Phone Number where we can contact you if necessary, Carrier Name as it appears on the Bill of Lading, Carrier's Order / Job / Reference Number, the States you moved From – To, and an Email Address where we can email you the Claim Form if you have no internet access or you may complete the Online Claim Form to the best of your ability. Feel free to call us for assistance.

Filing Limitations:

A claim for Loss, Damage, Delay or Overcharge must be filed in writing (or electronically) with your carrier (through us) within 9 months of delivery for international or interstate moves or within approx. 15-90 days for local or intrastate moves depending on your local state regulations. You MUST check on the back of your Bill of Lading for the correct time limit to file a claim or you may contact your carrier directly to inquire about the time limit. Further instructions on how to file a proper claim are provided in writing by clicking on our "Instructions" button once you login to your online account or included with your physical claim form. Federal regulations allow up to 120 days for claims to be offered settlements or denied. If the investigation of a claim requires additional time beyond the 120 days, an extension notice must be provided every 60 consecutive days, until claim a settlement has been offered or denied in writing to the customer.

CSI allows a claim to be filed once only. No additions will be accepted at a later time than the date your claim has been received in our office or posted online. Please make sure to inspect your shipment properly prior to filing your claim so that all items may be included. Please make copies of all documents mailed to CSI. We will not be able to send any documents back to you if you choose to file your claim via mail.

Dispute Process:

If you are not satisfied with the settlement offer made by CSI on behalf of your carrier, you must send your dispute in writing to DISPUTE@CSIPROS.ORG or you may mail your dispute along with any supporting documents. A Dispute Receipt Acknowledgement Email will be sent to your email on file or via mail. Your file will be reviewed by a senior adjuster. If any adjustments are due, or if no adjustments can be offered, you will be notified in writing. If CSI's final resolution is not accepted you may request to proceed with Arbitration.

Arbitration Program:

All customers have the option to request arbitration through your carrier's Dispute Settlement & Arbitration Program. Since CSI is a third party claims company, the specific details of your carrier's Arbitration Program are different and will be provided upon request and once the claim process is completed as required by law.

All carriers have the right to try and settle a claim directly with their customers prior to proceeding with arbitration. Unless a claim has been filed and a resolution has been offered, no arbitration can be offered.

CSI Claims Service International, Inc.

INFO@CSIPROS.ORG

WWW.CSIPROS.ORG