



UPS CAPITAL INSURANCE BROKERS LIMITED

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CLAIM FORM

Complete this CLAIM FORM as your cover page and submit it along with your claim documentation to UPS Capital Insurance Agency, Inc. (on behalf of the Insurance Underwriter) through UPS Capital Insurance Brokers Limited. If you need assistance with completing this claim form, feel free to contact us at ups-info@ups.com or +852 2151-2027. If package is received damaged or with contents missing, please attach 3 photos of 1) the package 2) the internal packaging materials and 3) the merchandise (if available).

Claim Information

Shipper Name _____ Shipper Number _____ Pick-Up Date _____

Account you want payment sent to: _____ IBAN _____ BIC / SWIFT _____

Package Status (check all that apply): Lost Damage Missing Contents

Transportation Carrier _____ Tracking Number / Bill of Lading Number _____

Merchandise Description and Quantity _____

Merchandise Condition (New or Used) _____ Insured Value _____ Weight _____

Total Sales Invoice Amount _____ Claimed Sales Invoice Amount _____ Claimed Shipping Amount _____

Total Amount of Claim _____

Current Location of Package? Shipper Destination Unknown

Claimant's Contact Name _____ Tel No. _____ Contact E-Mail Address _____

Comments/Detailed Packaging Description: _____

Destination Contact, Address, Email Address and Phone Number: _____

The information provided is correct to the best of my knowledge.

Signature and Company Stamp (if required) _____ Date _____

Required Supporting Documents:

Commercial Invoice of Sale Carrier AWBL/Bill of Lading Proof of Notification of Loss to the Transportation Carrier

NOTE: No claims for loss or damage shall be valid unless the package, inner cartons, packing and contents have been preserved and made available for inspection by UPS Capital Insurance Agency, Inc. or the Insurance Underwriter.

Insurance may be offered through authorized insurers affiliated with UPS Capital Insurance Brokers Limited, and other authorized insurers. UPS Capital Insurance Brokers Limited and its authorized affiliates are wholly owned subsidiaries of UPS Capital Corporation. UPS Capital Insurance Brokers Limited and its authorized affiliates and other authorized insurers reserve the right to change or cancel the program at any time. The insurance program is governed by the terms and conditions set forth in the applicable insurance policy.

Personal information is processed in accordance with the UPS Capital Privacy Notice available [here](#).



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INSTRUCTION FROM UPS CAPITAL INSURANCE AGENCY, INC STEPS TO FILE A CLAIM

1. **You are required retain all available damaged product, box and packing materials in order to be made available in the event an inspection or survey becomes necessary. You are also required to take any necessary steps to reduce or prevent further loss of the goods.** Please see the *Control of Damaged Goods* and *Sue and Labor* Clauses found in your insurance policy for further details.
2. **For claims on UPS Small Package shipments, submitting your claim form to UPS Capital Insurance Agency, Inc. through UPS Capital Insurance Brokers Limited will satisfy the requirement to put the transportation carrier on notice. For all other claims, promptly notify the transportation carrier in writing that there was an issue with the shipment.** Please see the sample notice letter as a point of reference.
3. **Promptly file your claim and supporting documents to UPS Capital Insurance Agency, Inc. through UPS Capital Insurance Brokers Limited in writing by fax or email immediately after putting the transportation carrier on notice.**

FREQUENTLY ASKED QUESTIONS

1. **How will I know that my claim has been received?**
 - a. You will receive a written acknowledgement of claim receipt by email within 48 hours. This document will provide you with a UPS Capital Claim Number and will also identify which adjuster your claim has been assigned to. In the event that you do not hear anything from our office within 5 business days of submitting your claim, feel free to call us at <> in order to confirm if we have received your claim.
2. **What can cause my claim to be delayed?**
 - a. All cargo insurance companies have three basic requirements before a claim can be paid.
 - i. Evidence that there was a loss or damage to the goods.
 - ii. Evidence to support the value of the claim.
 - iii. Evidence to support that the loss occurred during transit.
 - b. Failure to provide information or documents that have been requested in writing by a claims adjuster may cause your claim to be delayed.
 - c. In the event of a damage claim, failure to retain the damaged cargo may result in a denial or a delay in your claim.
3. **How long will it take to receive payment?**
 - a. As stated above, UPS Capital Insurance Agency, Inc. strives to review and process all covered claims within a window of 5 business days following initial receipt of your claim. If additional information is needed in order to review your claim further, the adjuster will notify you in writing. Once your claim has been processed for payment, it could take anywhere between 2 to 14 days to receive your payment. If you have received written notice that your claim has been processed, but have not received your payment within 14 days, feel free to reach out to our office.



COMMON DOCUMENTS THAT MAY BE REQUESTED

Damaged Shipment

- **Freight**
 - Copy of Delivery Receipt
 - Detailed Photos of Packaging, Label, and Damage to Cargo
 - Repair Estimate (if applicable)
 - Packing List (if applicable)
 - Freight Invoice (if applicable)
 - Replacement Invoice or Refund/Credit Memo (if applicable)
- **Small Package**
 - Detailed Photos of Packaging, Shipping Label, and Damage to Cargo
 - Repair Estimate (if applicable)
 - Packing List (if applicable)
 - Replacement Invoice or Refund/Credit Memo (if applicable)

Lost Shipment

- **Freight**
 - Packing List (if applicable)
 - Freight Invoice (if applicable)
 - Replacement Invoice or Refund/Credit Memo (if applicable)
 - Written Statement of Non-Receipt by Consignee (if applicable)
- **Small Package**
 - Packing List (if applicable)
 - Replacement Invoice or Refund/Credit Memo (if applicable)
 - Written Statement of Non-Receipt by Consignee (if applicable)

NOTE: Every claim is reviewed on its own merits. The list above is not intended to be an exhaustive list of all possible documents required in support of your claim. Depending on the specific circumstances of your loss, additional information or documents may become necessary in order to properly evaluate your claim. The claims adjuster will notify you in writing of any such requests.