

UPS Capital Insurance Agency (UPSCIA)

FLEX Multi-Carrier Claim Filing Instructions

IMPORTANT NOTICE: Claims Submission: You should file a claim upon discovery of a loss or damage. In the event of damage, the customer should keep all packaging and take photos of damage as shipping companies often require the original packaging to approve a claim. Please follow the instructions provided below to submit your claim with UPS Capital.

INSTRUCTIONS:

STEP 1: File a claim with the shipping carrier by calling or following the links below:

1-800-463-3339

[FedEx](#)

1-866-974-2733

[*USPS](#)

1-800-742-5877

[UPS](#)

* For USPS service levels that do not have carrier liability, skip to Step 2.

STEP 2: Gather all documents to support your claim, including:

- ◇ Invoice or proof of value
- ◇ Proof of reshipment (If applicable)
- ◇ Photo(s) (If available)
- ◇ Police report (If investigated by police)
- ◇ Repair invoice (If applicable)

STEP 3: Collect the shipping carrier's claim response; paid or denied

STEP 4: Complete the attached *UPS Capital Claim Form* providing all available information.

STEP 5: Fax or email the UPS Capital Claim Form, Carrier Response, and supporting documents to:

**UPS Capital Insurance Agency Claims
FLEX Multi-Carrier Claims
P.O. Box 100458
Fort Worth, Texas 76185 - 0458
Fax: 1-866-331-2774
Email: flexmclaims@ups.com**

FLEX Multi-Carrier Insurance is underwritten by an authorized insurance company and issued through licensed insurance producers affiliated with UPS Capital Insurance Agency, Inc., and other affiliated insurance agencies. UPS Capital Insurance Agency, Inc. and its licensed affiliates are wholly owned subsidiaries of UPS Capital Corporation. Insurance coverage is not available in all jurisdictions.

The FLEX Multi-Carrier Program is governed by the terms, conditions, limitations, and exclusions set forth in the applicable Flexible Parcel Insurance Policy.

UPS Capital Claim Form

Shipper Information		Consignee Information	
Company Name:		Company Name:	
Contact Name:		Contact Name:	
Phone:	() - Ext.	Phone:	() - Ext.
Fax:	() -	Fax:	() -

Claim Information			
UPSCIA Claim #:			
Shipping Carrier Claim			
Shipping Date:			
Date of Loss:			
Insured Value:	\$		
Nature of Loss: (details of damage or loss)			
Merchandise Description:			
Comments / Explanation:			
Included Applicable Documentation: (check off all that you have included)	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Commercial invoice (<i>with terms of sale</i>) <input type="checkbox"/> Carrier Response <input type="checkbox"/> Repair Invoice (<i>if applicable</i>) </td> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Proof of reshipment (<i>if applicable</i>) <input type="checkbox"/> Photo(s) (<i>if available</i>) <input type="checkbox"/> Police report <div style="text-align: center;"><i>(if investigated by Police)</i></div> </td> </tr> </table>	<input type="checkbox"/> Commercial invoice (<i>with terms of sale</i>) <input type="checkbox"/> Carrier Response <input type="checkbox"/> Repair Invoice (<i>if applicable</i>)	<input type="checkbox"/> Proof of reshipment (<i>if applicable</i>) <input type="checkbox"/> Photo(s) (<i>if available</i>) <input type="checkbox"/> Police report <div style="text-align: center;"><i>(if investigated by Police)</i></div>
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Tracking # or B/L#:			
Transportation Carrier:			
Total Number of Pages included in this Claim:			

All requested information is required. Claims filed without all required information will result in an inability to be processed. In addition to this cover sheet, all applicable shipping information relating to this claim must also be submitted. Please fax this form along with such documentation to 1-866-331-2774. If you have questions, please call 1-866-384-1852 or email us at flexmcclaims@ups.com.

FLEX Multi-Carrier Insurance is offered through UPS Capital Insurance Company, Inc. and through UPS Capital Insurance Company, Inc. of Alabama in Alabama; UPS Capital Insurance Company, Inc. of Massachusetts in Massachusetts; UPS Capital Insurance Company, Inc. of Nevada in Nevada and Louisiana; UPS Capital Insurance Company, Inc. and its affiliates are companies of UPS Capital Corporation.

UPS Capital Insurance Company, Inc. and its licensed affiliates reserve the right to change or cancel the program at any time. The Cargo Insurance Program is governed by the terms, conditions, limitations, and exclusions set forth in the applicable Cargo Insurance Policy. Not available in all jurisdictions.