

## Statements Provided by the Claimant

1. If any item for which you are filing a claim is missing, you must make a handwritten statement regarding the circumstances of loss and you must list each item of loss. The following is an example. Please do not copy the words in the example. Use your own words and give as many details as possible. For example, if you witnessed the packer place your silver set in a box marked "blankets," please so state.

MISSING ITEMS STATEMENT: *The following items were missing at delivery of my household goods. They were items that I owned and used before my move, but not delivered at the destination by the carrier. After my household goods were packed at the origin, I checked all of the rooms in the house to insure nothing had been left behind. All items had been packed by the carrier except as noted.*

### INVENTORY NUMBER NAME OF ITEM

7 Child's Huffy Bicycle

147 Box of Handmade Wax Candles

Signature of Claimant \_\_\_\_\_

### 2. ELECTRONIC/MECHANICAL ITEM CONDITION STATEMENT

For internal damage to electronic or mechanical items you must provide a personal statement describing the working condition of the item at the time of shipment. This requirement relates to items such as, computers, DVD players, TVs, clocks, washers/dryers, treadmills, and any other item that "doesn't work". Your statement must establish that the item was in proper working order before the move. Indicate when you last used the item prior to shipment and any problems with the item at that time. If the item was serviced or cleaned prior to shipment, please indicate when. Indicate any circumstances which may help explain the damage, e.g., "I watched the packer put my VCR in last and pound on the box to insure a tight fit in the crate." Attach to your statement any evidence such as statements from visitors or neighbors, to indicate that the item worked prior to the move.

### 3. OTHER STATEMENTS/EVIDENCE

Under certain circumstances additional statements or evidence may be required, especially if there is something unique about your claim. You should provide a statement in any circumstance that you believe is important for claims personnel to understand and is not obvious from the normal claims documents. For instance, if you were unable to submit your claim within the 2 year filing period because you were deployed for most of that time you need to provide a statement explaining that, along with a copy of your deployment orders or other substantiation.