



Initiating the Claim

Please contact the Transaver claims department by e-mail or phone:

Direct Line: 866-210-9069

E-mail: claims@transaver.com

Required Documentation

Please supply the following documentation:

- 1) Bill of Lading (BOL)
- 2) Freight Bill
- 3) Delivery Receipt (POD)
- 4) Original Invoice (to support the product value)*
- 5) Inspection Report (if applicable)
- 6) Repair Invoice (if applicable)
- 7) Pictures (if applicable)

*Cargo claim regulations require a copy of the original invoice showing the value of the freight to accompany the claim when filing. Transaver will be unable to take any action on the claim until this document has been provided.

Required Information

Please complete the Transaver claim form or supply the following information to the claims department:

- Claimant, Shipper, and Consignee
 - Company Name
 - Contact Name
 - Phone
 - Address
 - Purchase Order Number (or other applicable claimant reference number)
- Carrier
 - Name
 - Pro Number
 - Pick-up and Delivery Dates
- Indicate if an exception was noted on the delivery receipt or, if not, indicate when the damage / shortage was discovered.
- Claim Details
 - Amount being claimed and how the amount was calculated
 - Is the freight a total loss or repairable?

Processing the Claim

The Transaver claims department will respond to the person who initiated the claim to provide Transaver's claim reference number and will request further information / documentation as needed.