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## CLAIM FILING INFORMATION

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### **How do I file my claim?**

To file your claim please visit our website at [CSIPROS.ORG](http://CSIPROS.ORG). and click the "Login/Register" tab at the top red bar. In the "Login/ Registration" page click the "*Need to submit a new claim? Register Here*" button. After you complete the registration we must verify your information before we can activate your account. Once your information has been verified with your carrier and within 48 hours, we will send you a Registration Acknowledgement email. Your login credentials will be sent to you upon the activation of your claim account. If you do not receive the email, make sure to check your "Spam" or "Junk" email folders. If you still did not receive any emails from CSI, there may be a problem with the email we have on file. Make sure call us to verify your email address on file. When calling CSI please make sure to provide the name you registered under and the name of the carrier you hired for your move. Feel free to call us for assistance.

### **How long do I have to file my claim?**

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. 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. For Intrastate or local moves time limits vary based on the local state governing the move. 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 correct time limits. Intrastate & Local claims are reviewed within 14 to 30 days depending on the specific state regulations.

### **Can I add items to my claim?**

CSI allows a claim to be filed once only. No additions will be accepted later 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.

### **Can I dispute my claim?**

Yes. If you are not satisfied with the results of your claim, you may dispute your claim online or in writing to [DISPUTE@CSIPROS.ORG](mailto:DISPUTE@CSIPROS.ORG) or you may mail your dispute along with any supporting documents. Your claim and all supporting documents 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 after filing your dispute, you are still not satisfied with CSI's final resolution, you may request to proceed with Arbitration.

### **Arbitration Program:**

If you have exhausted the claim process and still disagree with the results of your claim, you may request to proceed with arbitration. All customers have the right 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 attempt to 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.**

[CLAIMS@CSIPROS.ORG](mailto:CLAIMS@CSIPROS.ORG)  
[WWW.CSIPROS.ORG](http://WWW.CSIPROS.ORG)