

**MISSING ITEMS AND INTERNAL DAMAGE
PERSONAL STATEMENT BY CLAIMANT**

Before your claim can be paid you must present evidence that the carrier received the item claimed and that it was not damaged prior to shipment.

A written statement must be provided for internal damages to electronic or computer items and undelivered items that were not listed on the inventory.

1. **MISSING ITEMS-** Describe how long you've owned the item, the last time you saw the item, explain how and where the carrier packed the item and how you know that the item was not left behind when the carrier left.

Items that are damaged or lost but are not specifically on the inventory, such as small items packed all together in one box and labeled by the room (ex. Kitchenware, bathroom items, etc...). Describe the items that are damaged/lost, the room they were in, and how the item came to be packed in the box. This is very important for items not logically in the right box, like a VCR packed in a box labeled "linens".

2. **ELECTRONIC ITEMS-** Specifically required. You must tell us the condition of the item prior to shipment. Tell us specifically how you know the item worked prior to shipment, when you last used the item, and any external damages to the box it was in before it was unpacked.

There is no set format for this statement. You can write it on the back of this form if you wish. It must be signed and dated. You may also add any other documentation to this that will assist the adjudicator in processing your claim more effectively.

SAMPLE

(This would be in addition to any repair estimates.)

The movers came on Monday, January 25, 2000. When the movers arrived, I was watching the Oprah Winfrey show on my 25" Panasonic TV. I remember watching the show because it was a special on weddings and I was getting married two days later. The movers allowed me to finish watching the show before they packed the TV. They packed it with just brown paper. When it arrived, my television was no longer working.

John Doe
March 18, 2000