

## Claim Dispute Instructions

Dear Valued Customer,

Below please find the instructions for your dispute. Please read carefully as there will be no second dispute allowed. The dispute process is a onetime opportunity to re-file missing information to better support your claim. The dispute process is not required by law and is offered by CSI for customer service purposes only. Please read your settlement letter carefully as it will allow you to better understand the reasons for the determination and if any information was missing. Please note that CSI's adjusters reserve the right to deny an item that may have been incorrectly approved in the initial settlement.

To dispute your claim please login to your online account and select the Claim you wish to dispute. Under the Claim Settlement tab, you will click the Dispute button located at the bottom of the page, to provide the details for the items you wish to dispute. The additional support can be loaded to the Documents tab. Please find hereunder the support required to be filed along with your dispute to allow reversal of denied items, or the highest compensation for allowed items:

### Allowed Item Sample:

**AMSA Weight Guide** – If items were allowed at AMSA suggested weight, substantiating the actual weight will allow the correct compensation to be offered. Weights higher than AMSA weights must be supported by documentation from the manufacturer, the store where the item was purchased, online shipping information of the items or an equivalent item, to allow adjustments to your claim.

### Denied Item Samples:

**No Supporting pictures** – Please provide pictures that support the claimed damage or explain why a picture is not available. Each item should have a minimum of 2 pictures, one close up picture showing the damaged area, and one full view showing the entire item so that the weight can be accurately considered. Attempting to use pictures we already have will result in the permanent denial of the item.

**Picture doesn't support claim** – Please provide better pictures which demonstrates the damage you are claiming. The pictures we already have are insufficient to allow the reversal of the denial. and will result in the permanent denial of claim.

**Picture doesn't allow weight determination** – Make sure to include a better picture which shows the entire item so that we can determine the weight of it and offer compensation.

**No supporting shipping documents** – As part of the filing requirements all claims must be filed accompanied by PAID Bill of Lading and inventory sheets. If you did not receive a copy you may contact your carrier to request that a copy be sent to you or directly to us.



P.O. Box 880505  
Port St. Lucie, FL 34988  
Ph: 772-742-5246  
Fx: 772-742-2407

Irreversible Item Samples:

**Valuation Protection of 60 cents per pound per article** – If this option was chosen on the Bill of Lading, no adjustments will be made as this is the carrier’s maximum legal liability for loss or damage resulting of the carrier’s negligence or mishandling of the goods.

**No Exceptions** – If missing items were denied for no exceptions at time of delivery, no adjustments will be made as the notations at time of delivery are the customer’s responsibility and are the only proof that items were not delivered.

**Over the Time Limit** – If a claim has been denied for Over the Time Limit to file a claim. No adjustments will be made.

We regret you found it necessary to file a dispute and trust that the above samples will assist you in resolving your claim to your satisfaction. CSI requires 45 days to review your dispute. We appreciate your patience and cooperation.

*CSI Adjusting Team*