Carrier Information Form

Company Information			
Legal Name			
Physical Address			
City		State	Zip
Billing Address			
City		State	Zip
Toll Free #:	Direct #:	Fax #:	
Website:		Company Main Email:	
Tax ID #:	DOT #:	MC #:	PUC/ Reg. #:
Insurance Provider:		Insurance Phone #:	

Owner's Information	Contact Person – Settlement Amount Approvals
Full Name:	Full Name:
Cell Phone:	Cell Phone:
Email:	Email:
Ext.:	Ext.:

Dispatcher Information	Contact Person – Shipping Documents
Full Name:	Full Name:
Cell Phone:	Cell Phone:
Email:	Email:
Ext.:	Ext.:

Membership Information	Claim Information
BBB Membership / Rate:	Delivery Time Frame:
AMSA Membership: ☐ Yes ☐ No	Local Claim Filing Time Limit:
Arbitration Provider:	Settlement Ceiling Amount: $
Moving Software:	Automated Gesture of Good Faith: $

Service Information	Authorized Carrier Representative
How did you hear about us?	Print Full Name:
Who did you speak with in our office?	Signature:
Billing Cycle: Select the desired date ☐ 1st ☐ 8th ☐ 15th ☐ 22nd ☐ 28th	Title:
Desired Service Start Date: / /	Date:

Required documents check list:

- ☐ Articles of Corporation
- ☐ Certificate of Insurance
- ☐ Copy of Original Estimate (interstate / local)
- ☐ Packing Price List
- ☐ FVP Pricing Table (from Tariff)
- ☐ Interstate / Local Bill of Lading (front & back)
- ☐ Accessorial / Additional Services Price List
- ☐ Any other company forms used in moves

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Phone: (772) 742-5246 Ext. 655 / Fax: (772) 204-0677
billing@csipros.org / PO Box 880505 Port St. Lucie, FL 34988

SERVICE ORDER FORM

Claims Services

The claims service is charged on a month to month basis with no contract. Services may start immediately after signing up or you may request to start on a specific date. Please select the size of Plan and the Level of service you desire. You may change plans as needed.

What is included

Claims Plans	Basic	Extended	Premium
60 Cents Per Pound Per Article	√	√	√
Full (Replacement) Value	√	√	√
Property Damage Claims	√	√	√
Property Damage Claims	√	√	√
Loss Claims	√	√	√
Damage Claims	√	√	√
Delay Claims		√ (locals)	√ (locals)
Overcharge Claims		√ (locals)	√ (locals)
Grievance Claims		√ (locals)	√ (locals)
Rebuttal Claims			√
Inspection Setup			√

How much does it cost

20 Claims / Complaints	$ 1,050	$ 1,175	$ 1,200
10 Claims / Complaints	$ 725	$ 850	$ 875
5 Claims / Complaints	$ 375	$ 500	$ 525

Selected Claims Plan $ _____

Terms of payment: We accept credit / debit card or ACH payments only. Credit / Debit card payments will be added a 3.5% processing fee. All services are prepaid and nonrefundable unless we have failed to provide the services paid for. Retainer services are charged on a specified billing cycle and will remain in effect until canceled in writing and within 15 days of the upcoming billing cycle. * Cancellation requests must be sent to billing@csipros.org. New carriers will be charged a one time setup fee of $150. **Note:** Claims over the plan are charged $70.00 per claim.

Carrier Information		
Carrier Name	DOT #	MC #
Address		
City	State	Zip Code
Company Phone #	Company Email	
Company Authorized Representative	Contact Phone #	
Service Authorization		
Signature	Date	

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CSI CLAIMS SERVICE AGREEMENT

This service agreement is between (carrier's legal name) _____

located in: _____ ,

here after called "Carrier", and **Claims Service International, Inc.** located in Port Saint Lucie, FL 34988 hereafter called "CSI",

and is signed on this (day) _____ of (month) _____ of 20

CSI Claims Service and CSIPros.org website use is offered to you conditioned on your acceptance without modification of the terms, conditions, and notices contained herein. Your signature hereunder constitutes your agreement to all such terms, conditions, and notices.

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Modification of these terms of use

CSI reserves the right to change the terms, conditions, and notices under which the services and website are offered, including but not limited to the charges associated with the use of our services and website, method of payment acceptable, etc.

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Carrier agrees to hold CSI's proprietary and confidential information in confidence, and agrees not to use or disclose, or allow use or disclosure or use of, such proprietary or confidential information or any information related to such proprietary and confidential information, directly or indirectly at any time by CSI. Carrier shall be responsible for any disclosure or use of such proprietary or confidential information by any person or entity which receives or otherwise learns of such information from Carrier. The forgoing shall not be interpreted to require CSI to disclose any proprietary of confidential information to the Carrier.

Carrier agrees to hold in confidence and not to use or disclose or allow the use or disclosure of the proprietary or confidential information of any other person or entity directly or indirectly which Carrier obtains or learns because of the relationship with CSI.

Use of Claim service

CSI settles claims based on the carrier's legal liability as detailed in the carrier's Bill of Lading and Tariff. The carrier may not process or handle any claims outside the **CSI Claims Service Agreement**, it being understood and agreed that CSI is carrier's exclusive claims handling service provider. CSI has the sole and exclusive right to decline the handling of any claim which was initially processed by the carrier or any other parties prior to being transferred. Any claims transferred to the carrier by CSI to handle will not be refunded under any circumstances.

CSI responds to all claims and complaints received for processing within the time period required by DOT regulations. If such claims or complaints are not received in a timely manner, CSI is not responsible and will not be held responsible if any legal actions will be taken against the carrier. CSI keeps all records available for inspection at our business location for the time periods required by law.

CSI handles all claims and complaints as required by DOT rules and regulations and will not negotiate any settlement offers unlawfully and/or against DOT regulations.

The carrier must follow all DOT regulations and State laws always while using CSI services. CSI has the right to discontinue its services without an advanced notice if the carrier violates any applicable laws or regulations with the State and/or DOT. If CSI is unable to obtain necessary information for proper analysis of a claim, the customer will be referred to the carrier for the handling of the claim. If no contact is possible between CSI adjusters and the carrier's contact person or business owner, CSI will automatically terminate the service and will withdraw from the handling of all claims referred by the carrier. No refunds will be issued to carriers who fail to abide by this services agreement.

CSIPros.org website contains Online Claim Filing Service designed to enable you to communicate with the CSI's Adjusters online (collectively, "Online Service"), you agree to use the Online Service only to post, send and receive messages and material that are proper and related to the Claim File. By way of example, and not as a limitation, you agree that when using the Online Service, you will not:

Defame abuse, harass, stalk, threaten, or otherwise violate the legal rights (such as rights of privacy and publicity) of others.

Publish post, upload, distribute, or disseminate any inappropriate, profane, defamatory, infringing, obscene, indecent, or unlawful topic, name, material, or information.

Upload files that contain software or other material protected by intellectual property laws (or by rights of privacy of publicity) unless you own or control the rights thereto or have received all necessary consents.

Please Initial Page 2 X_____

Upload files that contain viruses, corrupted files, or any other similar software or programs that may damage the operation of another's computer.

Advertise or offer to sell or buy any goods or services for any business purpose, unless such online Service specifically allows such messages.

Conduct or forward surveys, contests, pyramid schemes or chain letters. Falsify or delete any author attributions, legal or other proper notices or proprietary designations or labels of the origin or source of software or other material contained in a file that is uploaded.

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THE CARRIER SHALL INDEMNIFY CSI FOR ANY AND ALL LOSS OR DAMAGE INCLUDING BUT NOT LIMITED TO LEGAL FEES, TRAVEL EXPENSES, LOSS OF BUSINESS SUSTAINED BY CSI WHETHER RESULTING DIRECTLY OR INDIRECTLY FROM CLAIMS OR SERVICES PROVIDED TO THE CARRIER, THE CARRIER'S AGENTS, AND / OR THE CARRIER'S CUSTOMERS.

Payment Terms & Conditions

CSI Claims Service Plans are provided on a retainer basis. Payments are advanced and must be made on the billing cycle date as selected on the Carrier Information Form each month to allow service for the following 30 days. Invoices will be sent via email 5 days prior to the selected billing cycle.

Acceptable payment method: Credit Card payments only. We Accept: American Express, Master Card, and Visa. Payments will only be accepted accompanied by a signed Credit Card authorization form, signed Service Order Form and an enlarged copy of the front and back of the card.

All payments must be received no later than the billing cycle date each month. Payments received after the due date will result in a **late fee** automatically added to that month's invoice and charge. If payment is not received, the service will be temporarily on hold, no additional claims will be accepted, customers will be sent back to carriers, and open claims will become pending until payment is received in full. If payment is not received within 15 days, a termination notice may be sent to the carrier and to all carriers' customers. If such notice has been issued and the carrier has been authorized to continue the relationship with CSI, a setup fee will be charged for the resumption of our services. Payments are non-refundable unless a cancellation notice is provided in writing up to 15 days prior to the scheduled payment.

CLAIMS SERVICE INTERNATIONAL INC.		**Carrier Name:**	
Authorized Person: Donna Gotlib		**Authorized Person:**	
Title: President		**Title:**	
Signature: X	**Date:**	**Signature: X**	**Date:**

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billing@csipros.org / PO Box 880505 Port St. Lucie, FL 34988

CREDIT CARD AUTHORIZATION FORM

CONFIDENTIAL

Carrier Information			
Carrier Name			Toll Free #
Address			Local Phone #
City	State	Zip Code	Main Fax #

Billing & Payment Information				
Card Holder's Name			DL #	
Billing Address			Phone #	
City	State	Zip Code	Phone #	
Visa / MasterCard/ AMEX	CC #		Exp. Date /	CSC (Security Code)

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Payment Terms: The credit card listed above will be used for the payment of the services chosen on Service Order Form. All credit card payments are non refundable and are subject to a 3.5% processing fee. To avoid credit card processing fees you may use our ACH payment option. Please contact our billing department to get the ACH payment information. Monthly rates are not prorated after the first month of service. If the card is declined and a payment has not been received 5 days after the due date listed on your invoice, a late fee of $35 will be added to your outstanding invoice automatically. Cancellation of services must be made in writing to billing@csipros.org no less than 15 days prior to the scheduled billing cycle.

I, hereby authorize CSI – Claims Service International, Inc. to charge my credit card for the services listed on the Service Order Form (s) whether billed jointly or separately. I fully understand that my payment is non refundable and that to cancel my service I must follow the cancellation instructions explained above. I fully understand that a late payment will result in a late fee.

Print Full Name	Title	Signature	Date