



# **NATIONAL FORWARDING COMPANY, INC.**

2800 ROOSEVELT ROAD – BROADVIEW, ILLINOIS 60155

Telephones: (708) 345-0550 1-800-323-9125

Fax: (708) 345-9112

DATE: December 18, 2008

TO: Military Agents of National Van Lines, National Forwarding Co.,  
Subsidiaries and Affiliates

FROM Kevin Spealman, Vice President of Claims & Customer Service

SUBJECT: **Flat Panel TVs and Front Loading Washers**

TMOs can no longer authorize third party services on flat panel (LCD or plasma) TVs. The Rate Solicitation has been modified to state that any TV under 60" has to be packed in a carton. TVs more than 60" can be crated, but the crating is at tariff rates and third-party service will not be approved at origin OR destination. Most packaging suppliers stock special cartons for the flat panel televisions and we recommend that you use them. Failure to do so could result in unnecessary damage to the TV.

With regard to front loading washing machines, we are again seeing less authorization for third party services, especially at destination. We simply ask that you know what your own military installation will and will not authorize. Make certain on both the flat screen TVs and front loading washers that these are noted on the pre-move survey, and that you arrange for proper packing and handling from that point forward. For front loading washers, if the destination base will not authorize the removal of the bolt that is necessary to secure the internal parts of the front loading washer, please make sure that the service member knows it will then be their responsibility to remove the bolt. It is up to your agency also to inform the customer of their responsibility in this regard. Again, this is only if your installation does not authorize the removal of the securing bolt.

**Important:** Under no circumstances should any of your personnel ever offer to connect or disconnect any washing machine, dryer or appliance. If these items leak or don't function properly for some reason afterwards, it can be a huge liability issue.