



NATIONAL FORWARDING COMPANY, INC.

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DATE: March 10, 2009

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

FROM: Kevin Spealman, Vice President, Claims and Customer Service

SUBJECT: **Quick Claims**

In many instances, having the driver or crew chief cash out a damaged or missing item at delivery can not only make for a more satisfied customer, but can actually prevent a larger claim in the future. The customer may find additional minor damage afterward, but not bother with the claim, all because the driver took care of the item noticed at delivery.

This type of procedure now has a name under DP3 (Formerly Families First), and that is a "Quick Claim." Quick Claims are by definition under \$500 and within five days of delivery, but we would normally only ask you to cash out small items that sustained damage or were lost while in your possession.

"Quick Claim" settlements make even more sense now under DP3 and direct settlement. In addition to the above benefits, they can also impact the Customer Satisfaction Survey, giving us a higher score because the driver or crew chief was thoughtful enough to cash the item out right on the spot. Higher CSS scores not only get us more business, they give you more business, since we will, given a choice, give our shipments to the agents with the highest CSS ratings.

The only paperwork necessary to properly process a quick claim is the inventory #, the item, brief description of damage, amount of money given to the customer, and the customer's signature that he received this amount from the driver. The form should be sent to us with the delivery papers, so that we will not also pay for this item. The release wording cannot limit the customer's ability to file for later discovered loss or damage to other items. The following is an example of a quick claim form, but you can use any form with the same information.

Customer Name: _____ B/L # _____ GBL# _____

Inv #	Item, Nature of Damage	Amt Received

I have received reimbursement for the items referenced above as indicated. I understand that I may still file a claim for other items within the parameters set forth in Department of Defense Regulations.

Customer Signature _____