



InsureShield™
Shipping Insurance
 by UPS Capital Canada
 Insurance Brokers, Limited

CLAIM DOCUMENTS

Guidance for Submitting Claims

Reference this guide when submitting claims documents. Beyond the basic required documents, additional documents may be requested at the adjuster's discretion. As a best practice, submit all the documentation available to you.

REQUIRED FOR ALL CLAIMS

Basic Documents

- **Merchandise Invoice**, Purchase order, or Bill of Sale/Quote
- **Photos of the damaged merchandise and packaging from different angles**
- **Credit memo** or **proof of refund**, or **replacement tracking number** when a credit, refund or replacement was issued
- Bill of Lading, Waybill, or Air Waybill (Freight Shipments Only)

Additional documents that may be requested at the adjuster's discretion, depending on the type of claim and shipment:

Damaged Shipment Claims

- **Video** – One well-shot video may be able to replace all photos
- **Repair Estimate** – If the merchandise can be repaired
- **Scrap or Salvage Value** – Determined on a case-by-case basis, based on the nature of the item, the damage, available information, etc.

Lost Shipment Claims

- **Written Statement of Non-receipt** from consignee, or the tracking information from a website

PHOTOGRAPHY

Photos should clearly capture the damage to goods, the packing materials and the packaging.

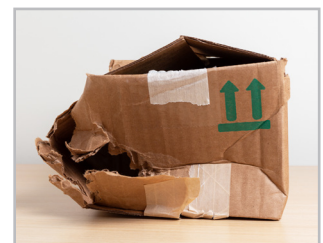
Bad Examples

These pictures alone would not suffice. The adjuster needs to be able to clearly see the damaged item and the damage that occurred to the package.



Good Examples

These pictures together would suffice. We can see the damaged item and the damage that occurred to the package. If you can provide pictures of all sides of the package, that is preferred.



Ready to submit a claim? Visit the **InsureShield™ online portal** to get started.

You can call **1-888-888-1854** from 8:00 a.m. to 5:00 pm ET or email us at insureshieldca@ups.com for any questions you may have.

Please note that **UPS Capital Canada Insurance Brokers, Limited** does not adjust claims. For claims-related matters, kindly contact the claims adjuster, Crawford & Company (Canada) Inc. ("Crawford") at Insureshield@us.crawco.com or (905) 247-3134.

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