



A Division of SPG  
Insurance Solutions, LLC

## HOW TO REPORT A CLAIM TO MOVER'S CHOICE:

All claims, with the exception of Workers' Compensation claims that need to be reported directly to the carrier, are to be reported directly to our Mover's Choice claims team by way of email or fax to **claims@moverschoiceinfo.com** or **707-252-5905**.

If the claim needs urgent attention and rush contact made then we ask that you please include **Sandy Quiett**, our Executive Claims Representative, on this communication as well as, calling her directly. Sandy will assist with the claim submission and process to help get it moving along. She can be contacted at 707-261-2713 or [sandraq@paulhanson.com](mailto:sandraq@paulhanson.com). Urgent claims would be a fatality, severe bodily injury or property damage involved in the loss. In many cases, Sandy can work directly with the claimant as needed.

Please note that if some documents are not readily available, don't delay the claim submission. Our claims team will send out a checklist to the insured and your office highlighting the missing items and advising them where to send them.

### REQUIRED DOCUMENTS FOR A CARGO CLAIM:

- A completed liability loss ACORD form for Cargo claims from your office.
- A copy of the Customer's claim form.
- A copy of the Customer's BOL (Bill of Lading) or warehouse receipt – Copy of front and back sides needed.
- An inventory list, if taken.
- Any other communication or documentation that the Insured may be in receipt of that they would need to share at the onset of the claim.

### REQUIRED DOCUMENTS FOR A PROPERTY CLAIM:

- A completed property loss ACORD from your office.
- Insured's point of contact with their contact information to include their email address of the claim.

### REQUIRED DOCUMENTS FOR A GENERAL LIABILITY CLAIM

- A completed general liability loss ACORD from your office.
- Insured's point of contact with their contact information to include their email address.

### REQUIRED DOCUMENTS FOR AN AUTO CLAIM:

- A completed auto loss ACORD from your office.
- A copy of the police report if they already have it in hand.
- A copy of the BOL if the Insured driver was out on dispatch to conduct a delivery.
- A copy of the Insured's vehicle registration or lease/rental agreement.