



*A Division of SPG  
Insurance Solutions, LLC*

## THE DISPATCH

MANAGING RISK IN THE MOVING & STORAGE INDUSTRY

TOPIC

### Taking Inventory in the Event of a Catastrophe

**With major events, such as Hurricane Ida, many people unfamiliar with the claims handling process are suddenly thrown into the unknown territory of filing an insurance claim.**

Even commercial accounts can be facing their first major loss and naturally feel a great deal of anxiety with the process. Depending on the circumstances, services can be limited and the policyholder is somewhat at a loss as to what to do.

For a warehouseman or a motor carrier, it's important to become familiar with the documentation a claims adjuster will request in the process of the claim investigation.

#### The documentation will consist of:

- ☐ Original Warehouse Receipt/Storage Agreement, Household Goods Bill of Lading and Freight Bill
  - Are the parties (Shipper/Consignee) and Carrier clearly identified?
  - Is the weight of the shipment properly noted at both pickup and delivery?
  - Is the valuation section of the warehouse receipt or Bill of Lading properly noted as to the customer's selection of either: \$.60 per pound or Declared Value.
- ☐ Were any separate "all risk" certificates of insurance issued to the shipper; if so are copies complete with all names and amounts of insurance clearly noted on the documents?
- ☐ Has the Shipper signed and dated the warehouse receipt or Bill of Lading?

#### Household Goods Inventory:

- ☐ Are all items that are being stored/shipped documented on the inventory?
- ☐ Are items that are PBO (Packed by Owner) clearly noted as such?
- ☐ Were any items of extraordinary value declared and noted on the warehouse receipt, Bill of Lading or the Inventory?

#### **NATURAL DISASTERS ARE QUICK, UNEXPECTED, AND VERY DAMAGING.**

As a mover, it's essential to understand the beginning-to-end process of what to do in the event of the claim. Knowing what to expect when the unexpected hits will be critical in helping you navigate the claims process.

**What's your  
Claims IQ?**



**If you have any questions or need help with your safety and loss control program, please contact our claims department.**

222 Gateway Rd. W | Napa, CA 94558 | 800-852-1968 | Claims: 707-252-5905

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