

## **Procedure for filing a freight claim with Dependable Highway Express or Dependable Logistics Services**

Please use one of the following methods for filing a freight claim with our company. A freight claim is a claim for loss or damages on a shipment transported by our company, under a billing of lading contract.

For DDC warehouse claims please contact:

Contact: Diana Curavo  
Phone #: (323) 526-2200, ext 4110  
Fax #: (323) 526-2201 or (323) 526-2219  
E-mail: [Diana.Curavo@dependableinc.com](mailto:Diana.Curavo@dependableinc.com)

For DHE overcharge claims please contact:

Contact: Tom Johnson  
Phone #: (323) 526-2222, ext 4032  
Fax #: (323) 526-2284  
E-mail: [TJohnson@godependable.com](mailto:TJohnson@godependable.com)

For DHX and DGH claims please contact:

Contact: Raquel Arballo  
Phone #: 800-488-4888, ext 1110  
Fax #: 310-686-5493  
E-Mail: [Raquel.arballo@dhx.com](mailto:Raquel.arballo@dhx.com)

You can file a freight claim with DHE/DLS using any one of three following methods:

- You can file by mail, UPS, FedEx, etc., and send your claim to:  

Dependable Freight Claims  
2555 E. Olympic Blvd.  
Los Angeles, CA 90023
- You can send your claim to us by email at [Dependableclaims@godependable.com](mailto:Dependableclaims@godependable.com)
  - Your claim should be submitted as an email attachment and should include the actual claim, and all supporting documents including a copy of the invoice.
- Your claim can be filed on our website at [godependable.com](http://godependable.com)
  - Click on the Services link, then DHE/DLS Claims link, and then the On-Line Claims Filing link.
  - By filing on line you will receive a confirmation that your email has been received, and a formal acknowledgement will be sent to you in the mail.

- Please be advised that all claims should be submitted by one of the three above methods only. Claims submitted by other methods may be subject to a significant delay in processing. Please be advised that we do not accept claims by fax.

### **Filing a claim by mail, UPS, FedEx, etc.**

You can use your own company claim form, or obtain a claim form on our website [godependable.com](http://godependable.com) with instructions. Complete all the requested information on the form to the best of your ability and mail the completed claim to the address on the prior page. Be sure to include as many of the supporting documents that you can with your claim. The more documents (i.e. pictures, inspection reports) you can provide with your claim the faster your claim can be processed. Always include a copy of the invoice with your claim as we are unable to approve your claim without an invoice, and a significant delay will occur.

Once we have received your claim you will receive an acknowledgement postcard back in the mail advising we have received your claim, and that we have started our review process. If you do not receive a postcard by the end of the second week please contact us to insure that we have your claim. You can contact us at 323-526-2222 X6080 or email us at [dependableclaims@godependable.com](mailto:dependableclaims@godependable.com)

### **Filing a claim by Email**

If you prefer to send us your claim by email prepare your claim as above and send it to us as an Email attachment. The attachment should be in the format of a word document, or in a PDF format.

Once we have received your claim you will receive an acknowledgement postcard back in the mail advising we have received your claim, and that we have started our review process. If you do not receive a postcard by the end of the second week please contact us to insure that we have your claim. You can contact us at 323-526-2222 X6080 or email us at [dependableclaims@godependable.com](mailto:dependableclaims@godependable.com). Do not email claims to individual Claims Service Representatives (CSR's) as this will result in a substantial delay in the processing your claim

### **Filing a claim on our website**

The fastest way to file a claim with our company is on our website. Log on to our website at [godependable.com](http://godependable.com) and click on the Services link, then DHE/DLS Claims link, and then the On-Line Claims Filing link. Complete the requested information, and submit the claim to our company. Remember to attach as many of the supporting documents as possible.

You will receive an email back telling you that we have received your email. This is NOT an acknowledgement of your claim. The actual acknowledgement will follow in the mail in a few days. If you do not receive a postcard by the end of the second week please contact us to insure that we have your claim. You can contact us at 323-526-2222 X6080 or email us at [dependableclaims@godependable.com](mailto:dependableclaims@godependable.com)

## **General Information of filing claims.**

How long should it take to process my claim?

- Most claims can be processed in 30 days, however claims that are not complete or that are missing documents may require more time to process since we will have to request the missing documents, and review them on arrival.
- Claims on shipments involving DLS usually require at least 60 days. Since shipments placed with DLS are moved by carriers other than DHE we have to receive your claim, check it for accuracy and completeness, and then send it on to the carrier that actually moved the freight. We have to wait for the results of their investigation, and then pass that information on to your company.

Can I file a claim by fax?

- We do not accept claims by fax. All claims must be filed online, by email, or by a carrier such as the U.S. Postal Service, FedEx, UPS, etc.

## **Getting the Status of your Claim On-Line**

You can review the status of your claim on-line by following the procedure:

Before you can check the status of your claim you will need to obtain both a USER ID and PASSWORD from our sales department. You can contact our sales department at 323-526-2222 and ask the operator for the sales department. Once you have your account set up proceed as follows:

On the www go to [godependable.com](http://godependable.com).

Place the mouse cursor over *Customer Login*

CLICK **DHE**

Enter your USER ID, PASSWORD and CLICK **GO**

At the next screen ignore the request and CLICK **GO**

From the PINK banner at the top select **SERVICES**

And then **CLAIM STATUS**

Enter your **Customer Claim Key** and the **DHE OR YOUR** claim number.

Click **SUBMIT**