



# Filing Claims in *HomeSafe Connect*

HomeSafe Alliance carefully handles your household goods to avoid damaged or lost items. In the unfortunate event that something goes wrong, HomeSafe will make it right. We offer a streamlined, claims process through our *HomeSafe Connect* platform to make your experience as stress free as possible. You will use *HomeSafe Connect*'s digital inventory to file claims for any missing or damaged item.

➤ **Say goodbye to carbon copies and messy hand-written inventories:** The digital inventory lists your household goods clearly.

➤ **Search your digital inventory with ease:** Just type in the item you want to find (ex: "couch"), and it will pop up instantly along with easy-to-use buttons to "file notice" or "file claim."

➤ **HomeSafe is your go-to claims solution:** No matter which HomeSafe service provider partner performs your move, you will file the claim with HomeSafe.

## Types of Claims

### Household Goods Damage

For any household good that is missing or damaged during your move.

### Inconvenience

For a delay if we are unable to meet the required pickup or delivery date.

### Real Property Damage

For damage to your residence or real property caused by the moving crew.

### Hardship

For out-of-pocket expenses as part of an inconvenience claim.



## How Soon to File

- **Household Goods Damage:**
  - File notice of loss or damage within 180 days of delivery.
  - File your claim within 9 months to receive the full replacement value.
  - File your claim within 2 years to receive the depreciated value.
- **Inconvenience:** File as soon as possible.
- **Real property damage:** File as soon as you identify the damage.

**HomeSafe will quickly make a decision on your claim.**

**Claims Less Than \$1,000**

**Claims of \$1,000 or More**

Within 30 Calendar Days

Within 60 Calendar Days

## Other Claims Options

➤ HomeSafe is confident we will adjudicate your claim to best meet your needs. However, you maintain the ability to transfer your household goods claim to your Military Claims Office (MCO). You can select this option in *HomeSafe Connect*, which will halt any further negotiation from HomeSafe. Your claim **will not** be transferred to the MCO until you initiate a claim directly to their office. MCO contact information is easily found inside *HomeSafe Connect*.

➤ If you have minor loss or damage (\$200 or less) noted at delivery, we recommend filing your claim within 3-5 days from delivery in *HomeSafe Connect*. Your claim will be processed as a **Quick Claim**. If we agree with your claim, HomeSafe will send your funds within 7 days after you accept the claim and register with our payment exchange through Citibank.

## What You Need to File

### For Household Goods Damage:

Provide a description of the loss or damage and the amount you are requesting for your claim. We also ask for manufacturer information (make and model), the cost at purchase, and the year of purchase. Include any photos, receipts, appraisals, and repair estimates that may expedite your claim.

### For Inconvenience:

State whether the delay occurred at pickup or delivery and the number of days you are requesting. HomeSafe may compensate you and your dependents listed on your orders with a per diem rate. If you have been inconvenienced, certain hardship expenses can be reimbursed based on receipts.

### For Real Property Damage:

State whether the damage occurred at origin or destination. Provide a description of the damage, the claimed amount, and the property owner's contact information. Include any photos or repair estimates that may expedite your claim.

## You Should Also Know

- ▶ Your moving crew is incentivized to handle your property with care and to provide timely service. They receive scores for the claims you make, based on HomeSafe's Carrier Quality Index (CQI).
- ▶ Using powerful analytics, HomeSafe tracks the frequency of claims and analyzes trends. This allows us to reduce future instances of loss or damage to provide better quality moves!
- ▶ With HomeSafe, your items are far less likely to go missing! We inventory items with a unique number combination that has a precision of 1 in 1 billion! We can identify the owner of a misplaced item within minutes.