

# Shipping Insurance Claim Procedure

Dear [Recipient's Name],

We are writing to inform you of the procedures to follow for filing a shipping insurance claim with our company. Please adhere to the following steps:

## Step 1: Notify Us Immediately

Contact our claims department at [phone number] or [email address] within [X] days of discovering the loss or damage.

## Step 2: Document Your Loss

Gather all necessary documentation, including:

- Original purchase receipt
- Shipping invoice
- Photos of the damage/loss
- Any relevant correspondence

## Step 3: Complete the Claim Form

Fill out the shipping insurance claim form available at [link to form]. Ensure all information is accurate and complete.

## Step 4: Submit Your Claim

Send your completed claim form and documentation to [claims department address] or email it to [claims department email]. Please keep a copy for your records.

## Step 5: Await Processing

Once submitted, our claims team will review your documentation and contact you within [X] business days regarding the status of your claim.

If you have any questions, please do not hesitate to reach out to us at [phone number] or [email address].

Thank you for your cooperation.

Sincerely,

[Your Name]  
[Your Position]  
[Company Name]  
[Company Address]  
[Phone Number]  
[Email Address]