

GLOBAL CLAIM SERVICE

We feel that Global Claim Service LLC's service is **unique** because unlike other claims processing companies we handle much more than claims:

Claims Only Service:

- **Process Customer loss and damage claims**
 - We are your customers first and only line of contact
 - Single Point of Contact for Customer Service Toll free Number
 - Subrogation to your sub-contractors and insurance companies

 - **Certified Claims Adjusters**

We comply with all Federal guidelines for claims adjusting. (DOT certified)

 - **Expert advice on all aspects of the moving industry including:**
 - Tariffs
 - Federal Regulations
 - Dispute resolution
 - Bill of Lading content
 - Legal compliance and documentation support

 - **DOT Audit Support**
 - Provide reports on all claims processed or received
 - Fax claim information to DOT auditor
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Claims plus Service:

- **Respond for clients to the following consumer organizations:**
 - **BBB**
 - CPUC and other state regulatory agencies.
 - AMSA
 - DOT
 - State Attorney General offices
 - Other consumer affairs offices

 - **Respond to credit card disputes (chargebacks)**
 - We've reversed over 98% of our client's chargebacks!

 - **Insurance Claims and Subrogation**
 - We settle with the insurance companies explaining the Federally mandated 60¢/lb. valuation

 - **Respond to lawyers demands for damage claims**
 - Explain the Carmack Amendment and Federal regulations

 - **Recover money on Cashiers/Official Bank Checks with STOP PAYMENTS**
 - We have a 100 % recovery record on timely recovery.
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Full Customer Service:

Our **Full Customer Service** option is the best choice if you want special handling of all your customers' needs. None of your staff ever need to be tied down handling old problems. They can concentrate on new customers and let Anthem Claim Management handle:

- **Dispatch problems** – customers call our toll free number to find out when their goods will be delivered. We explain 'reasonable dispatch', listen to their problems and calm them down so you avoid them going to a consumer agency to complain.
- **Payment at Delivery disputes** – customers talk to our trained staff so we can explain estimates versus delivery charges, binding estimates, packing material costs, long haul, shuttles and any other problems that prevent payment at delivery.
- **Damage and Loss problems** – customers call us directly at delivery when they notice any damage or loss.
- **Settlement Negotiations** - Perhaps the most difficult and time consuming service is our negotiating with your customers before and after a settlement to avoid possible lawsuits and consumer agency complaints (BBB, DOT, etc.)

Our whole focus is to present your company in the best possible light and to avoid further actions against you by your customers.

- **How can you benefit from Global Claim Service?**
 - You save the salary of any employee dedicated to these tasks
 - You receive timely, professional attention
 - You benefit from the experience of the leading Claims Company in the Moving and Storage Industry!
- **What does it cost to utilize the services of GCS?**
 - Our fee for claims processing is prorated based on the volume of claims & whether you request our full range administrative services.

Service may be discontinued at any time you choose with a 30-day notice to close all pending claims.

Please don't hesitate to contact us for any further information or questions you may have. We look forward to an enjoyable and profitable relationship between our companies.