



## Claims Process FAQ's

Question: How do I file a claim?

Answer: To submit a claim log into the LoadStar system and upload the related Inspection Invoice and Entry Summary (CBP Form 7501) associated with the shipment.

Question: When can I expect reimbursement for my claim?

Answer: We strive to review and process all claims within 24-48 hours upon receipt of proof of claim.

Question: Will there be a claims adjuster that will have to come out to assess the claim?

Answer: No, our claims team will review the uploaded invoice and related charges and issue a reimbursement based on policy guidelines.

Question: How will I receive the reimbursement funds?

Answer: Claims reimbursement will be made through an authorized EFT (Electronic Funds Transfer) to the insured's bank account or by physical check.

Question: How long after the invoice date do I have to submit the claim?

Answer: Claims must be submitted within sixty (60) days of the date of the Customs Inspection shown on the Inspection Invoice.