



Freight Claims

Watco's goal is to provide our customers with safe, efficient, and damage-free service. Should you have the misfortune of needing to file a claim, please remember you have the option to do so with either the origin or destination in the route the railcar traveled but not both. Please see Watco's tariff regarding rules and regulations surrounding submittal, WTS 9012 Demurrage, Storage and Accessorial Tariff, in the Tariffs section under Customer Tools on Watco.com. (Refer to Items 600-630).

If you choose to file with Watco, please complete the Freight Claim Form to report cargo loss and damage. Please be sure to submit all required documentation to minimize claim handling.

Documents to Support Claim

Submission of copies of all pertinent documents will expedite disposition of claim. Only .jpg, .png, .pdf, .zip accepted.

Include:

- Your contact information to include email address and phone number
- Railcar mark and number
- Documentation from origin showing railcar was inspected and in good order for loading.
- AAR approved loading diagram
- Origin photos of railcar to show proper loading and securement must include the entire car.
- Documentation of seals applied to the railcar, if applicable
- Temperature records for refrigerated railcars, if applicable
- Copy of Bill of Lading and weight tickets
- Invoice for claimed loss at manufacturing cost
- Documentation of salvage allowed, if applicable
- Destination photos of damage and location in the railcar must include the entire car.

Email your claim with all required documentation attached to watcofreightclaims@watco.com. A claim number will be assigned after the actual claim has been submitted. For questions please email watcofreightclaims@watco.com.

CLAIMANT INFORMATION

Company Name: _____ Claimant's File: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Email: _____

Contact Person: _____ Contact Phone: _____



SHIPPING INFORMATION

Initial and Number (railcar/van/container): _____

Shipper: _____ Origin City/State: _____

Receiver: _____ Destination City/State: _____

Billing Date: _____ Unload Date: _____

BASIS OF CLAIM

Claim in the amount of \$ _____ Claim made for: Loss Damage Other

Carrier previously notified: Yes No Photos taken? Yes No

Description of Damages

Detailed explanation of how amount claimed is determined: (Enter number of pieces or weight, description of commodity, etc., with applicable prices.)

DESTINATION INSPECTION REPORT

Immediately report any damage to destination carrier within 24 hours.

Destination Facility: _____ Car Mark/No: _____

Unloading Date: _____ Type of Product: _____

Type of Car: Cushioned Box Car Plain Box Car Hi-Cube Reefer

Load #: _____ Driver #: _____



Seal Nos. Removed / L-side:

Seal Nos. Removed / R-side:

Barrier Seals Yes No *(Include applicable photos)*

Loading in Proper Alignment Yes No

Doorway Wet Damage Yes No

Type of Dunnage in Doorway: _____

Condition of Dunnage: OK Not OK

Doorway Air Bags Intact and in Place Yes No *(Include applicable photos)*

INTERIOR BULKHEAD DOORS

Locked in Straight Vertical Alignment Yes No

Air-Pack Floater Panel Extended to Load Yes No

CONDITION OF LOAD IN A-END

Stacks in Alignment, Dunnage Still in Place Yes No *(Include applicable photos)*

CONDITION OF LOAD IN B-END

Stacks in Alignment, Dunnage Still in Place Yes No *(Include applicable photos)*

CONFIRM

The undersigned hereby certifies that all statements in this claim are correct, that the prices herein do not exceed the destination value of such property on the due date in the quantity shipped and do not include unearned profit or expenses not incurred; further that such prices are those appearing on original invoice, if issued, less all discounts and allowances, whether or not same actually appear thereon.

Signature: _____ Date: _____