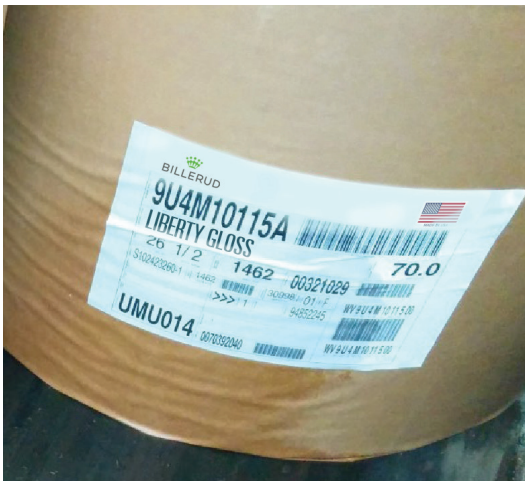


## Pictures tell the best story.

Take pictures of anything that can tell us about how the damage occurred. This will help us better serve you and prevent future damage. Pictures of the damage in the car or trailer provide substantial evidence when submitting a claim.



Damaged roll – Label



Rolls in the trailer or railcar – notice the wet floor. Include the trailer/railcar ID



Damaged roll – Header



Damaged roll – White Paper

# Time is critical in transit claims.

Report transit damage as soon as possible. We need a physical copy of this notification to supply with the claim.

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## Rail

Rail carriers require immediate notification, within 24 hours of receiving the railcar. The RR has the right to inspect the load. Please provide proof of carrier notification.

1. Web-based claim notification number (if available).
  2. Written proof of notification that the inspection was waived.
  3. Contact Easy Claim if you do not know how to make a rail damage notification. We have training packets for each rail carrier to show you how.
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## Truck or Intermodal

1. List all damaged rolls and type of damage **on the BOL**. Have the driver sign for the damage under “damage listed.” A pack list or inspection sheet will not suffice.
2. Damages need to be noted **on the BOL**. This is what the driver takes back as notification of damage. Make sure damages and driver’s signature are on **ALL copies of the BOL**: the driver’s copy and the one the receiver keeps.

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