

InsureShield® Shipping Protection by UPS Capital Canada Insurance Brokers, Limited

INSURESHIELD® PARTNER CLAIMS PORTAL FREQUENTLY ASKED QUESTIONS

The InsureShield® Partner Claims Portal enables process efficiencies and improves claims experiences. Here are some frequently asked questions for customers filing claims.

WHAT STEPS DO I FOLLOW TO ACCESS THE CLAIMS PORTAL?

You can obtain a Guest Portal Link to the claims portal from your shipping platform partner. Using a valid email, log into the portal and follow the steps to submit your claim.

1. **Provide your shipment detail**

   Tell us about the package, including the tracking number, carrier, contents, and the value of the goods.

2. **Support your claim with documentation**

   Upload supporting documents and photos for any damage claim(s).

3. **Add the Claim Payment Recipient**

   Please tell us who should receive payment for the claim.

4. **Submit your claim**

   Submit your claim and the team will get to work!

WHAT DOCUMENTS ARE NEEDED TO SUPPORT MY CLAIM?

Claims vary but typically require proof of value and loss. Photos of damage, packaging, invoices, or bills of sale serve as valuable proof. Additional documents may be requested, such as freight invoices, repair estimates, or police reports for lost/stolen packages. Your claims adjuster will guide you further.

CAN I SAVE MY PROGRESS AND COME BACK LATER TO FINISH?

No, claims must be started and submitted in one go or you will lose your progress. Have necessary documentation handy. Insufficient or problematic documents may lead to delays.

WHEN SHOULD I REPORT A CLAIM?

Report losses or damages promptly in accordance with applicable policy terms and conditions for timely processing.

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HOW CAN I CHECK THE STATUS OF MY CLAIM?

You can check status in the portal by clicking on the **Claim Detail** link that will be emailed to you after submitting your claim. You can also log back into the portal to check your status.

HOW LONG DOES THE CLAIM PROCESS TAKE?

Claims are typically paid within a matter of days assuming all required documents have been provided to support your claim. If additional information is needed to review your claim further, the adjuster will notify you in writing.

HOW WILL THE CLAIM BE PAID?

Claims are paid by ACH or direct deposit based on your preferences.

AS A SHIPPER, DOES MY SHIPPING PLATFORM COMPANY HAVE CLAIM VISIBILITY?

Yes, the shipping platform company you use can view and access all claims submitted that are attached to its InsureShield® shipping insurance policy.

CAN MY SHIPPING PLATFORM SUBMIT A CLAIM ON MY BEHALF?

Yes. However, when you submit claims directly rather than through your shipping partner, you have more control and direct access to the people who manage claims at Crawford and Company, enhancing your experience and the speed of processing your claim.

WHAT IS UPS CAPITAL'S INVOLVEMENT?

Crawford and Company (Canada) Inc. ("Crawford"), acts on behalf of UPS Capital Canada Insurance Brokers, Limited and AIG Insurance Company of Canada for handling your claim.

WHO SHOULD I CONTACT IF I HAVE A QUESTION?

If you have questions about your protection or a claim, you can email cargoadjusters@crawco.ca.

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If you would like us to let you know when we are licensed in your province, then send us an email via insureshieldca@ups.com, and we will get back to you.

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