



LTL Freight

Visit [WWW.SAIA.COM](http://WWW.SAIA.COM) Tools & Resources for Internet claim filing, check claim status, and ACH payment forms.

Dear Customer,

Please note claims can be filed either in writing or online. If interested in filing online, please visit Tools & Resources at [WWW.SAIA.COM](http://WWW.SAIA.COM), otherwise, please find the attached copy of the Saia LTL Freight claim form.

Please complete as clear and detailed as possible when filing in writing so that all items are legible in order to insure the accuracy of file.

**Manual claim forms and/or all supporting documents for existing claims can be emailed to [claimimaging@saia.com](mailto:claimimaging@saia.com), or mailed to**

**Saia LTL Freight  
Attn: Cargo Claims Department  
P.O. Box A, Station 1  
Houma, LA 70363**

To ensure a timely investigation, it is recommended to submit the following:

- **ORIGINAL VENDOR'S INVOICE:** Required to show value; if not submitted will result in claim denial.
- **WEIGHT SUPPORT:** Required to support the weight of each line item claimed.
- **REPAIRS:** Required are the repair estimates or invoices showing the cost of replacement parts/labor
- **DAMAGES/MITIGATION: ALL PRODUCT MUST BE HELD UNTIL CLAIM IS FINALIZED, not doing so will affect liability of the claim.** Required when damages are **NOT** repairable are photos of the damages and packaging, a detailed explanation of why mitigation is not an option, and the use of the product.
- **ADDITIONAL DOCUMENTS:** Submit any additional to support for your claim, such as credit memos, inspection reports, replacement freight bill, etc.

Any questions concerning claim filing can be emailed to [claims@saia.com](mailto:claims@saia.com). When requesting status please be sure to reference Saia's claim or pro number in the e-mail; however, you may check claim status online by visiting [WWW.SAIA.COM](http://WWW.SAIA.COM).

Best regards,

Claims Department  
Saia LTL Freight  
Houma, LA  
1-800-950-7242 x 2300



## NOTICE TO CLAIMANT

Claimants are requested to make use of this form (FCS-18) for filing claims with carriers. Claims may be filed with the carrier's agent either at the point of origin or destination of shipment, or direct with the Claim Department of the carrier, and will be considered property presented only when the information and documents called for on the other side of this form have, as far as possible, been supplied.

Before presenting a claim on account of loss and damage, the following important information respecting claims should be given careful consideration:

1. The terms under which property is accepted and transported by a carrier are stated on the bill of lading issued by the carrier; also in tariffs and classification issued or subscribed to by the carrier. Persons intending to file claims should before doing so, examine the terms and conditions under which the property was accepted and transported.
2. Carriers and their agents are bound by the provisions of law, and any deviation therefrom by the payment of claims before the facts and measure of legal liability are established will render them, as well as the claimant, liable to fines and penalties by law.
3. In order that carrier may have an opportunity to inspect goods and thereby properly verify claims, any loss or damage discovered after delivery should be reported to the agent of the delivering line, as far as possible, immediately upon discovery, or within forty-eight hours after receipt of goods by consignee. Concealed loss and damage claim should be supported by and "Inspection Report Form": (FCS-19) covering the joint inspection of the loss or damage by consignee and carrier's representative. Disposition of concealed loss and damage claims will be expedited by including "Consignee's Concealed Loss or Damage Form": (FCS-4) and "Shipper's Concealed Loss or Damage Form": (FCS-5) as supporting documents when claim is filed.
4. It is common practice for manufacturers and others to ship large quantities to key points for warehousing and later distribution to surrounding areas. In many instances, the original container is not opened and the contents examined before re-shipment to final destination. When this practice is followed, it is impossible to determine after delivery to final destination whether loss or damage of a concealed nature occurred before or after re-shipping. Consignee can usually expedite settlement by securing initial shipper's and warehouse's cooperation in supplying necessary billing reference so that shipment can be identified in handling with carriers rendering transportation to the distribution point.
5. Under the provisions of Part II of Interstate Commerce Act, it is unlawful for a carrier to charge or demand or collect or receive, any greater or less or different compensation for the transportation of property than the rates and charges named in tariffs lawfully on file. To refund or remit in any manner or by any device, any portion of the rates and charges so specified through the payment of fraudulent, fictitious or excessive claims for loss or damage to merchandise transported is as much a violation of law as is a direct concession or departure from the published rates and charges.

In this connection, attention is also called to the following important quotation from Section 222(c) of Part II of the Interstate Commerce Act:

"Any person, whether carrier, shipper, consignee, or broker, or any officer, employee, agent, or representative thereof, who shall knowingly offer, grant or give, or solicit, accept, or receive any rebate, concession, or discrimination in violation of any provision of this part, or who by means of any false statement or representation, or by the use of any false or fictitious bill, bill of lading, receipt, voucher, roll, account, claim, certificate, affidavit, deposition, lease, or bill of sale, or by any other means or device, shall knowingly and willfully assist, suffer, or permit any person or persons, natural or artificial, to obtain transportation of passengers or property subject to this part for less than the applicable rate, fare, or charge, or who shall knowingly and willfully by any such means or otherwise fraudulently seek evade or defeat regulation as in this part provided for motor carriers or brokers, shall be deemed guilty of a misdemeanor and upon conviction thereof be fined not more than \$500.00 for the first offense and not more than \$2000.00 for any subsequent offense."