

TOP 3 Claims Questions



As eCommerce shopping surges and supply chain issues keep popping up, chances are that you will eventually need to file a shipping insurance claim. How can you help ensure a **quick and easy claims process**? Check out the **top 3 questions** the claims team at UPS Capital Insurance Agency, Inc. receives for insights into faster claims resolution.

1 How do I actually file a claim?



File your claim online via the [online portal](#). Access is available 24/7 with an easy-to-follow claims process that can be completed in a few minutes.

Submit and check claims status all online; no need to call your adjuster or customer support.

Watch [this video](#) to see how easy it is to submit a claim!

2 What is the status of my claim?

Access the status of any claim 24/7 by logging into the [online portal](#). Here you can view current claim status, along with full details and communications about the claim, such as missing documents, or incomplete submissions. The portal also provides access to the last 300 claims filed.

A NOTE...

You'll receive a "submitted for payment" email when your claim is approved for payment. Payments are generally remitted 24-48 hours following that notification, at which time your claim status will change to "paid."

3 What can I do to ensure quick claims resolution?

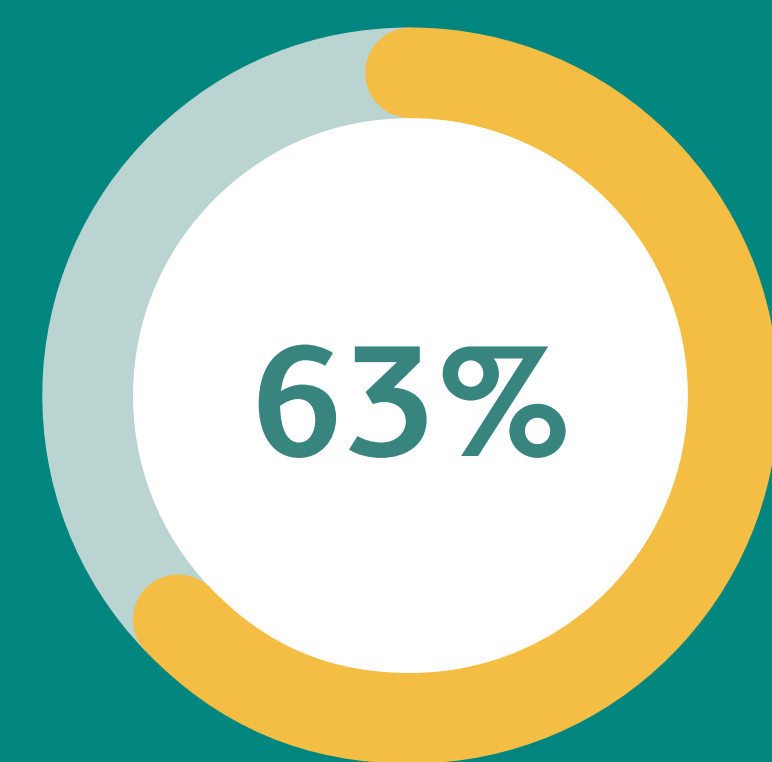


Include all required documents to support your claim. If documents are missing, a notice will be posted to the portal and you will receive an email listing what is still needed.



Check your policy to ensure your claim is covered by your policy and submitted within the appropriate notification period. If the adjuster determines your claim is not covered under your policy, you'll have the opportunity to submit additional evidence to support why your claim falls under the coverage.

For more information, check out our [complete claims FAQ](#).



Over the past year, **63% of businesses** experienced an uptick in shipping issues¹.



At UPS Capital, the number of claims filed has **dramatically increased** throughout the course of the pandemic.



Insuring better shipping experiences.™

If you have any questions about your claims, the portal, or your policy, please feel free to contact us [online](#) or at **1-877-263-8772**.

¹ Source: <https://upscapital.com/resources/ship-excellence/>