

To File a Claim on EchoShip

- Login to your [EchoShip](#) account
- Select the "Shipments" tab at the top of the page
- Find the Shipment that has a claim and on the far right side of the row, select "file a claim"
- Provide the requested claim information and supporting documentation

To File a Claim By Email

- Fill out the claim form
- Email the completed claim form to EchoInsure@echo.com

Claims Guidance

- Documents you will need:
 - o Bill of lading from delivery (delivery receipt) OR proof of delivery notated with the damage/shortage
 - o Invoice reflecting the value of the cargo
 - o Repair estimate (if applicable)
 - o Pictures of the damaged goods and packaging
- Information you will need:
 - o Shipment reference number (usually your BOL #)
 - o A description of the damages or loss
 - o The quantity and weight of cargo damaged
 - o Value of the damaged cargo
 - o Freight charges
- The earlier you can provide supporting documentation, the more quickly we'll be able to resolve your claim

FORM FOR PRESENTATION OF LOSS AND DAMAGE CLAIMS

Claimant / Payment Remit to:

Name		Claimant ref#	
Address		Contact:	
City, State		Phone:	

Shipper

Name	
Address	
City, State	

Consignee

Name	
Address	
City, State	

DETAILED STATEMENT OF HOW THE CLAIM IS DETERMINED

Reference number or description of damaged/lost items, quantity of claimed pieces, weight of damaged items, value of each item, and total claim amount

Cargo	
Freight Charges	
Total Claim Amount:	

Claimant Signature		Date	
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Thank you for choosing Echo for your transportation management needs. It is unfortunate that occasional loss and/or damage claims occur, but as your logistics partner, we provide you access to our dedicated claims group and their extensive filing and resolution experience. Please complete the claim form with information that is available.

Please provide the following supporting documents:

- Bill of Lading from deliver (delivery receipt) OR POD notated with the damage/shortage
- Pictures
- Invoice

Once the information has been provided, the claim will be filed for review, investigation, and processing.

Please note the acceptance of this form does not constitute an admission of liability on the part of Echo Global Logistics

- Motor carriers shall acknowledge written claims within 30 days after filing.
- Disposition of claims shall be received within 120 days after receipt of the claim by the motor carrier. However, cargo claims may take longer. If this is the case, updates shall be provided every 60 days while the claim is still pending.
- Destruction of cargo prior to settlement of a cargo claim may jeopardize the claimant's ability to collect the full amount of their claim.



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