

## CUSTOMER REQUESTS A CERTIFICATE OF INSURANCE

If a customer request proof of insurance for our drivers, please ask the customer to email [coi@naldelivers.com](mailto:coi@naldelivers.com).

Customer needs to include a sample certificate or a list of the building's requirement. NAL does not have a standard Certificate of Insurance template.

If customer's call in response to an email from [coi@naldelivers.com](mailto:coi@naldelivers.com), they can be transferred to the New Jersey call center or advised to respond directly to the email from [coi@naldelivers.com](mailto:coi@naldelivers.com).

If a customer calls to follow up on a COI request, we can transfer the call to the NJ call center. They can update the customer.

## CUSTOMER REPORTS DAMAGE CAUSED BY DRIVER

1. Advise the customer that you will email them the NAL claim form. This form needs to be completed and returned to NAL. Advise the customer that all instructions will be included in the email.
2. Confirm the customer email address then go to Workflow and download the Claims form.
3. Email the customer and attach the claims form.
4. Notate the customer's damage in LMP and copy your email to the customer into your LMP notes.

Example Email to Customer:

Dear Mr./Ms. [Customer Last Name],

I am very sorry to hear about your experience and the damages you have reported. I have attached the North American Logistics Claims form. In order to process your claim, we ask that you complete the attached form and return it to [claims@naldelivers.com](mailto:claims@naldelivers.com).

Thank you,

[Your Signature]



## CLAIM FOR LOSS/DAMAGE FORM

Dear Customer,

We apologize for your unpleasant experience, but we are here to help.

Attached is the North American Logistics Group Damage Claim Form. Please complete the form to the best of your ability and return. Please keep in mind that the more information that you can provide, the better it is for us to process your claim in a timely manner.

The following items are necessary for processing a claim:

- Photos of the affected area/item
- Professional repair estimate, if applicable
- For damaged items requiring replacement, an original sales receipt to verify cost of item
- If you are claiming theft, a police report will be requested
- If you are claiming for a car accident, a police report will be requested
- If you are filing a claim, your initial contact to do so, should be no longer than 48 hours from the time of incident.
- The completed claims form and photos must be returned within 5 days of receipt
- Professional repair estimates must be received within 21 days of the initial incident.  
Please feel free to submit the form and photos, prior to the estimate.

All requested items can be emailed to [claims@naldelivers.com](mailto:claims@naldelivers.com) or

Fax to 732-739-7209

If you have any questions regarding the claims process, please contact [claims@naldelivers.com](mailto:claims@naldelivers.com)

Once your claim has been filed, you should receive acknowledgement from our claims department within 1-2 business days.

Please be advised that depending on the nature of your claim, processing time may vary.

Thank you,

North American Logistics Group

Phone: 732-739-7200