



IAM HOUSEHOLD GOODS DISPUTE SETTLEMENT PROGRAM

CLAIM DOCUMENTS

This arbitration proceeding is administered by FORUM, a neutral arbitration services provider. These Claim Documents contain the instructions and forms required to submit your arbitration claim to FORUM. It is recommended that you read the IAM Household Good Dispute Settlement Program Rules and review the Arbitration Timeline before you complete these documents. Please read and complete this information carefully.

For convenience and efficiency, FORUM prefers these Claim Documents and any additional supporting documents and/or items be submitted electronically, via e-mail to: IAM@adrforum.com. E-mail submissions help us to quickly address your claim. If you do not have access to e-mail, you may submit the information on paper via mail to either of the addresses shown below but it will lengthen the time span of this arbitration proceeding.

To prepare Claim Documents for submission to FORUM:

1. Complete the Claimant Questionnaire via online form provided by IAM. (See Customer Request for Arbitration link.)
2. Complete the Submission to Arbitration form. The space following "Amount in Dispute" must show a single dollar amount for the total claim amount. FORUM cannot accept claim amounts listed as approximations or that require calculations.
3. Complete and sign the Submission to Arbitration form. This is your consent to Arbitrate this dispute.
4. These Claim Documents also contains an optional Request for Oral Hearing Form. Please complete this form if you request an oral hearing.
5. Complete the Itemized Detail - Item# ___ of ___ page(s) for **each** item claimed as part of this dispute.

Send your scanned, completed Claim Documents including copies of any additional supporting documents and/or items that you wish the arbitrator to consider in this case to FORUM via e-mail: IAM@adrforum.com

Be sure to include all Required Forms and any supporting documents and/or items. Examples of supporting documents and/or items include: the bill of lading, inventory sheets from the move, purchase receipts, catalog pages, photographs, videos, etc. Be sure to retain a complete set of the documents and supporting items that you submit for your records.

If you require this proceeding to be communicated and conducted on paper, mail the completed Claim Documents to either of the addresses below.

FORUM
P. O. Box 50191
Minneapolis, MN 55405

Overnight Delivery Address:
FORUM
6465 Wayzata Boulevard, Suite 480
Saint Louis Park, MN 55426



If you do not have access to e-mail and require this proceeding to be communicated and conducted on paper, via mail, FORUM reserves the right to charge an additional administrative fee of up to \$50.00.

FILE AND EMAIL TECHNICAL REQUIREMENTS

The purpose of this page is to define technical requirements for electronic submissions. If your file exceeds the size requirements below, please contact FORUM at IAM@adrforum.com for [special instructions](#).

1. Types of Files Supported

FORUM will accept files having the following extensions. If you have a file in a format not specified, you must have advance permission from FORUM.

- .doc/.docx
- .htm/.html
- .gif
- .jpg
- .pdf
- .png
- .ppt/.pptx
- .rtf
- .tiff
- .xls/.xlsx

2. File Size Restrictions

- (a) No individual file may exceed 25 MB; a preferred file size limitation is 15 MB.
- (b) No party may submit electronic case documents in excess of 50MB, in the aggregate, per case number, without advance approval from FORUM (such approval will be limited to very large or complex cases).

3. Email Size Restrictions

- (a) No individual email may exceed 25 MB.
- (b) The documents for a single case number may be sent in multiple emails, subject to the limitations in 2(b), above.

If a case number (FA number) has already been assigned, FORUM requests that the parties use that number in the subject line of all correspondence.

FORUM suggests that each email relating to a single case, where multiple e-mails are required to transmit multiple attachments, include a notation in the subject line indicating the number of emails in the batch.

FORUM does not accept links to files located on external servers or stored in a cloud and is not responsible for gathering electronic files that are not directly emailed to IAM@adrforum.com or to the IAM Case Coordinator assigned to the matter.

IAM HOUSEHOLD GOODS DISPUTE SETTLEMENT PROGRAM SUBMISSION TO ARBITRATION - Page 1 (Required)

AGREEMENT: The parties named herein agree to submit their dispute to arbitration under the procedures of FORUM and the rules of the IAM Household Goods Dispute Settlement Program. Claimant will complete the applicable sections of these Claim Documents, including Forms, Claimant Questionnaire and Itemized Detail pages. Claimant will send these completed Claim Documents and any applicable supporting documents and/or items, with the appropriate fee(s) to FORUM. Only accurate and complete Claim Document submissions will initiate the arbitration process.

IMPORTANT NOTE: Throughout this Arbitration proceeding, Claimant is often referred to as "Shipper" and the Respondent or Moving Company is referred to as "Carrier"

Amount in Dispute: \$ _____

Summary of Claimant's Position and Claimant's Demands (to be completed by Claimant):

(If more space is required, attach a separate page.)

Summary of Respondent's Position and Response to Claimant's Demands (to be completed by Respondent):

(If more space is required, attach a separate page.)

IAM HOUSEHOLD GOODS DISPUTE SETTLEMENT PROGRAM SUBMISSION TO ARBITRATION - Page 2 (Required)

ARBITRATOR: The parties agree that this dispute is to be submitted to a neutral arbitrator selected by FORUM from its national panel of arbitrators in accord with Rule 14 of the IAM Household Goods Dispute Settlement Program. It is also understood that this dispute will be arbitrated under the jurisdictional requirements of Rule 19 of the IAM Household Goods Dispute Settlement Program.

ARBITRATION PROCEDURES AND FEES: The majority of cases heard by FORUM follow a standard procedure with a decision by the arbitrator based on the presentation of written documents and facts to the arbitrator.

The Administrative Fee to initiate the arbitration process is paid as provided below, unless both parties otherwise agree to a different amount. Refer to Rule 8 of the IAM Household Goods Dispute Settlement Program for more information regarding the determination of the Administrative Fee. The arbitrator may apportion the Administrative Fees as part of the final decision.

Amount of Claim	Total Administrative Fee	Claimant's Share of Administrative Fee	Respondent's Share of Administrative Fee
\$10,000 or less	\$650	\$300	\$350
Over \$10,000 up to \$20,000	\$700	\$325	\$375
Over \$20,000 up to \$30,000	\$750	\$350	\$400
Over \$30,000 up to \$40,000	\$800	\$375	\$425
Over \$40,000 up to \$50,000	\$850	\$400	\$450
Over \$50,000	\$850 plus 1% of the amount over \$50,000	\$400 plus one-half of 1% of the amount over \$50,000	\$450 plus one-half of 1% of the amount over \$50,000

Agreement to Arbitrate (Signature Required)

We, the undersigned parties, hereby agree to submit this dispute to arbitration under the rules of the IAM Household Goods Dispute Settlement Program and FORUM'S procedures. Further, both parties hereby agree to abide by and perform any Award rendered hereunder and that a final judgment may be entered on the Award in any federal or state court having jurisdiction thereof.

Signature of Claimant (Shipper)

Signature of Respondent (Carrier)

Printed Name

Printed Name

Date

Date

IAM HOUSEHOLD GOODS DISPUTE SETTLEMENT PROGRAM

REQUEST FOR ORAL HEARING (Optional)

The majority of cases decided by FORUM follow a standard procedure with a decision by the arbitrator based on the presentation of written documents and facts to the arbitrator.

However, if you believe that special circumstances exist that cannot adequately be represented by written documents, Rule 10 of the IAM Household Goods Dispute Settlement Program provides for Oral Hearings.

Under the rules of the Program, Oral Hearings are available as an option but they are not mandatory; neither party is required to participate in an Oral Hearing as a part of the arbitration procedure. Therefore, the Carrier must agree to your request to proceed with an Oral Hearing.

When you request an Oral Hearing, FORUM will contact the Carrier on your behalf with your request for an Oral Hearing.

If the parties do not agree to an Oral Hearing, the arbitration will proceed on documents alone, as provided in Rule 16.

If either party wishes to request an Oral Hearing, provide the information requested below and include this form in your completed Claim Documents.

Request for Oral Hearing (Optional)

I request that my case be heard under the Oral Hearing procedures pursuant to Rules 10 and 16 of the IAM Household Goods Dispute Settlement Program.

I request an Oral Hearing (select "A" or "B"):

- A) to be conducted by telephone conference call between the parties, or
 B) to be conducted in person with the parties.

Name of Requesting Party

Signature

Date

ITEMIZED DETAIL – ITEM# _____ OF _____
(TOTAL # OF ITEMS)

(REQUIRED FOR EACH ITEM INCLUDED IN A SHIPMENT LOSS AND/OR DAMAGE)

*Photocopy or reprint this page as necessary and complete for each item claimed.

The following information must be provided for each item in dispute.

Item Description: _____

Amount claimed for the item: \$ _____

Do you have any evidence to support this amount? Yes No

(Please attach copies of applicable repair appraisal reports, receipts, catalog pages, or other evidence.)

Original cost of the item: \$ _____

Do you have any evidence to support the cost of the item? Yes No

(Please attach copies of applicable receipts, catalog pages or other evidence.)

Was the item lost or damaged (circle one)? Lost Damaged
What are you seeking for the item (circle one)? Repair Replacement
Who packed the item (circle one)? You Mover

Was the item listed on the Household Goods Descriptive Inventory (HGDI), the High Value Inventory (HVI), the Customer Check-Off List, or on any other descriptive list given to the Mover?

Yes No

If yes, please specify where the item was listed: _____

Did you note any damage to the item at delivery? Yes No

If Yes, in what manner? If No, why not? _____

Do you have any evidence of the damage done to the item? Yes No
(Please attach photographs or other evidence of damage.)

Did you note the item as missing at delivery? Yes No

If Yes, in what manner? If No, why not? _____

Has the item ever been previously repaired? Yes No

If Yes, provide details: _____

Is the item covered by any warranty? Yes No

ITEMIZED DETAIL – ITEM# _____ OF _____
(TOTAL # OF ITEMS)

(REQUIRED FOR EACH ITEM INCLUDED IN A SHIPMENT LOSS AND/OR DAMAGE)

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