

Insurance Tips for Your Move

Before the Move

- Prepare your appliances for moving (do not use the washing machine 3 days prior to your move dates, open the fridge to air out 3 days prior, etc.).
- Bring all outdoor items indoors (garage, shed, etc.) to prevent getting wet at least 3 days prior to your move dates.
- Make sure to initial the **Important Information** and complete and sign the **High Value Form** prior to your move dates and return to insurance@caprelo.com - use the cost to replace at destination for value and not amount paid for.
- Take photos of your high value items prior to your move dates.
- Any items packed or disassembled by the owner will not be eligible for coverage or claim filing.
- Donate any unwanted items prior to your move dates.
- Make sure to remove any water filters, printer cartridges, etc. from items in preparation for your move.
- If you have any concerns or questions, please reach out to your Move Supervisor.

During Origin Services

- Be present and observant – notating any damage occurred.
- Know the inventory number of your high valued/important items.
- Be sure to inspect residence prior to movers leaving to make sure all items intended to be packed are packed. Be sure to check cupboards, attic, basement, etc.
- Verify all pre-existing damage notated on inventories before signing.

During Delivery Services

- Be present and observant – notating any damage on “bingo” form.
- Make sure to check off “bingo” form – notate any missing inventory.
 - **If you waive your right to the bingo form, no claim can be submitted for missing items.**
- Check your high value items for damage/missing.
- Take photos of any damage.
- Verify any missing items notated on “Bingo” form prior to signing and notify your Move Supervisor immediately.

Filing a Claim

- Notify your Move Supervisor immediately if damage is notated so the claims process can be initiated.
- **Do NOT discard, repair, or remove any damaged items**
- Replacement cost should be the amount to replace with a similar-like kind and quality item at destination.
- Be sure to completely unpack before filing a claim as only 1 claim is allowed.
 - Exception for a second claim is if you have an emergency item (bed, mattress, crib, car seat, dining table, etc.).
- You have **90 days** from the delivery date to file your claim.
- When submitting a claim, include photos of the entire item, closeup of the damage if not visible in the first photo, and manufacturer labels including model number, if applicable.
- Any damage to your property/residence needs to be reported to the driver/crew and noted on paperwork **at the time of delivery.**
 - Please note, property damage claims are handled by the moving company.
- At any time, if you have questions or concerns, please reach out to your Move Supervisor or our insurance team at, insurance@caprelo.com