



CLAIM FILING PROCEDURES

NEW CLAIM Submit

Claims can be submitted thru our website at www.wkwebster.com/unirisc
Click on NEW CLAIM

via fax at 212 363 9726

email unirisc@wkwebsteroverseas.com

or regular mail to:

Unirisc c/o WK Websters

80 Maiden Lane New York, NY10038

Attn: Household Goods Claims Adjuster

NEW CLAIM	CLAIM STATUS
CLAIM GUIDE	FILE UPLOAD
ABOUT US	CONTACT US



Once you have fully unpacked and have an inventory of damaged items and are ready to file a claim:

1. Download a Claim form (either PDF or Excel)
2. Complete the claim form
3. Complete the fields on this screen
4. Attach the claim form
5. Attach supporting documentation
Photos of Damages
Repair and/or Replacement Estimates if available
6. Click on **SUBMIT CLAIMS DETAILS**

Once Submitted Your Dedicated Claims Adjuster will contact you within 24-48 hours and provide a WKW Reference Number and a Tracking Number.

PLEASE READ FIRST

Please complete all fields on this form to complete your initial claim notification under the Wells Fargo Insurance Program.

Once complete and before pressing "Submit Claim Details", please download the Claim Form in your preferred format using the buttons below. Once downloaded, the Claim Form can be completed and returned by email to wellsfargo@wkwebsteroverseas.com or by fax to +1 212 363 9729.

[Download as PDF](#) [Download as XLS](#)

Your Details

Tick here if you are a Wells Fargo Team Member

Moving Company Name

Last Name

First Name

Certificate Number, File or ID Number (if available)

Address

Country

Email

Telephone

Cargo Location

Same as Above

Address

Country

Email

Telephone

Cargo Details

Description of Shipment

Estimated Claim Value (USD)

Additional Comments

Supporting Documents

Please choose up to 20 documents to support the claim (Total maximum file size 10MB)

[Browse...](#)

[Submit Claim Details](#)

CHECK YOUR CLAIM STATUS

Once you have your Reference Number and Tracking Number you can monitor the life of your claim.

FROM THE MAIN WEB PAGE
CLICK ON CLAIM STATUS

Enter your WKW Reference Number
Enter your Tracking Number

NEW CLAIM
CLAIM STATUS

Claim Status Search

WKW Reference Reference is a 10 digit number.

Tracking Number Tracking Number is an 8 digit number.

If you are unable to locate this information, please email wellsfargo@wkwebsteroverseas.com

Search

Received
Processing
Reviewing
Finalised
Closed

Details

Insurer	ABC Moving
Claimant	Company Your
Insured	Name Here
Voyage From	Wayne, PA (USA)
Voyage To	Medellin (COLOMBIA)
Open Policy Number	A1239787
Certificate Number	58466
Claim Status	CLAIM PAID
Claim Status Details	<small>(Apr 1, 2015) Awaiting claim form, repair/replacement estimates from claimant (Apr 13, 2015) Claim form received (Apr 22, 2015) WKW requested repair/replacement estimates (May 7, 2015) WKW requested repair/replacement estimates (May 13, 2015) Repair/replacement estimates received (May 27, 2015) Settlement conveyed awaiting signed Agreement of Loss (Jun 1, 2015) Signed Agreement of Loss received (Jun 2, 2015) Claim passed for payment</small>
Claim Amount	USD 2,079.99

View Adjusters Notes
Track needed forms
Monitor payment status



CLAIM GUIDE

Claim Procedures can be found by Clicking the CLAIMS GUIDE

HHGCLAIMPROCEDURES

Step 1: Claim Notification

WK WEBSTER receives 1st notification of claim from either Freight Forwarder or Claimant (via fax, e-mail, regular mail) within 45 days of delivery unless otherwise agreed.

Claims can be submitted thru our website at www.wkwebster.com/unirisc,
via fax at 212 363 9726 email unirisc@wkwebsteroverseas.com or regular mail to:
Unirisc c/o WK Websters,
80 Maiden Lane New York, NY10038
Attn: Household Goods Claims Adjuster

Step 2: Claim Process

(A) Once your completed and signed claim form is received WK WEBSTER/Unirisc sends out 1st Claims Advisory Letter to both the Freight Forwarder and claimant within 3 business days requesting the following:

DOCUMENTSPROVIDEDBYCLAIMANTS

Repair and/or Replacement Estimates

[*Pleasefeelfreetoaskyourclaimadjusterforassistancewithreachingandobtainingrepairfirmsfromourworldwide network.](#)

Photos of Damage

Claim Form

[It is the claimant's responsibility to prove the basis of their claim for loss or damage. You can obtain replacement estimates through catalogs, magazines, store receipts/quotes and by using Internet search also to locate local repair firms. *Pleasefeelfreetoaskyourclaimadjusterforassistancewithreachingandobtainingrepairfirmsfromourworldwide network.](#)

DOCUMENTSPROVIDEDTOUSDIRECTLYBYTHEMOVINGCOMPANY

- Valued Inventory or Weight Ticket
- Ocean Bill of Lading and/or Air Way Bill
- Origin Movers Packing List
- Delivery Receipt noting exceptions

Claim Adjuster may request additional documentation if deemed necessary.

It is our goal to get your claim settled within 30 days of receipt of all documentation so please send in the above requested items in a timely manner.

(B) 30 days after opening claim, 2nd Advisory Letter is sent to Claimant and Freight Forwarder requesting any further outstanding documentation necessary for settlement.

(C) 14 days after 2nd Advisory Notice is sent, a 3rd and Final Advisory Notice is sent to Claimant and Freight Forwarder requesting any further outstanding documentation necessary for settlement. No further notices will be sent.

(D) Should full documentation not be submitted to WK WEBSTER/Unirisc 75 days after claim is initiated, claim will be closed until further review.

CLAIM GUIDE



Step 3: Settlement Proposal: After receipt of all documentation, Claim Adjuster will send an adjusted worksheet detailing their Settlement Proposal to Claimant with copy to Freight Forwarder.

Step 4: Claim Payment: After signed acceptance of Settlement Proposal, Underwriters will issue claim payment within 15 business days. Wire Transfers and Courier Deliveries may be subject to additional fees.