



SML DAMAGE CLAIM QUESTIONNAIRE:

Customer's Information:

Name: _____
Home Phone Number: _____
Work Phone Number: _____
Cell Phone Number: _____
Email address: _____
Date claim submitted: _____
Current Address: _____
Was this a load, unload, or both? _____
Did the damage occur on the loading, unloading or both? _____
Has the balance due for your load/unload been paid in full? _____

Load:

What type of service performed the load (ProMover or Helper)? _____

Date the load was completed: _____
Address where load was performed: _____

If this was from storage, what size was your unit? _____
Did the movers arrive within the scheduled window? _____
Number of hours the load took to complete: _____
Did any damage occur to the building/property? If so, please explain: _____

Number of blankets/pads provided to movers: _____
Type of blankets/pads provided to movers? Cloth or Paper? _____
Number of tie downs provided to movers: _____
Were weather conditions a factor in your load (was there rain, snow, ice, etc.)? _____



Unload:

What type of service performed the unload (ProMover or Helper)? _____

Date the unload was completed: _____

Address where the unload was performed: _____

If this was to a storage, what size is your unit? _____

Did the movers arrive at their scheduled time? _____

Number of hours the unload took to complete: _____

Did any damage occur to the building/property? If so, please explain: _____

Were weather conditions a factor in your unload (was there rain, snow, ice, etc.)? _____

Explanation of how damage occurred:

Please provide SML with a minimum of 2 photos of each item you wish to place a claim on. You must label each picture with a number. You should have one photo of the entire item, and one photo to show the area that has been damaged. Photo may be emailed or printed and mailed to SML within 7 business days of filing your claim in order to prevent any delays in the process. You must also download the items list spreadsheet to list all items that have been damaged and fill in each section required. This document will require your signature, and must be scanned or mailed back to SML within 7 business days of filing your claim in order to prevent any delays in the process.