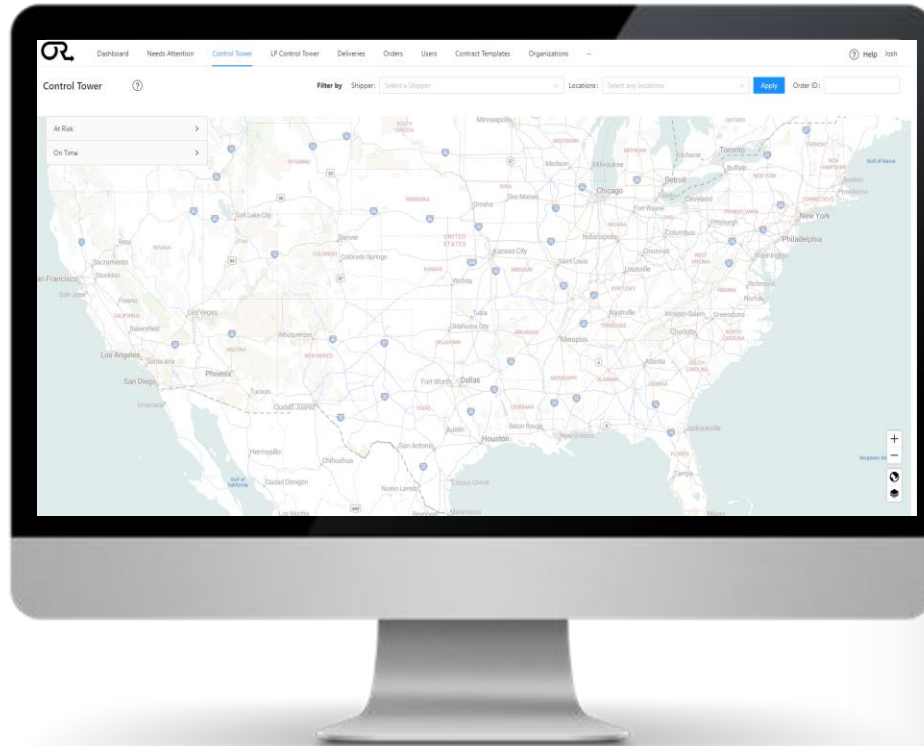


OneRail Claims Process

Effective claims management builds and sustains trust; while maintaining brand reputation and the client experience. OneRail is committed to providing best-in-class claims management.

- ✓ **DEDICATED CLAIMS TEAM**
- ✓ **STREAMLINED PROCESS**
- ✓ **CONTINUOUS COMMUNICATION**
- ✓ **TIMELY RESOLUTION**



Submitting a claim...

1

Submission

Send an email to support@onerail.io

- Include the following
- Order ID
- What went wrong
- Copy of invoice

2

Acknowledgement

OneRail will provide regular communication

- Acknowledgement email within 48 hours
- Claim status updates

3

Resolution

Approval within 5 business days

- Approved claims paid within 10 business day
- Decision details provided

Claims Processing

- ✓ SHIPPER MUST FILE FOR CLAIM WITHIN 72 HOURS
- ✓ SEND CLAIMS TO SUPPORT@ONERAIL.IO
- ✓ THE CLAIMS TEAM WILL RESEARCH WITHIN 48 HOURS
- ✓ APPROVED CLAIMS WILL BE PAID IN LESS THAN 10 BUSINESS DAYS
- ✓ LPS PROVIDE PAYMENT WITHIN 30 DAY

1

Shipper must file initial claim within 72 calendar hours of either:

- The order status "picked up" (if not delivered)
- The order status "delivered"

2

Claims are filed by creating a ticket to support@onerail.io and need to include the following information:

- Order ID
- Claim details and amount of claim
- Copy of product invoice
- Property Damage Claims: police report, pictures of damage, license plate, drivers license & insurance information.

3

The claim will be researched by the Customer Success Team within 48 calendar hours

- If approved, the claim will be forwarded to accounting@onerail.io to be paid to the shipper by OneRail within 10 business days.
- If denied, the supporting documentation will be supplied to the Shipper.
- **For property damage claims, turn around time is subject to estimate completion date

4

Approved claims are then passed to the Logistics Partner team for collection from the courier.

- Invoice and all available documentation is sent to the logistics partner via email or partner's online portal for payment within 30 days of the invoice date.

Claim Processing Key Points...



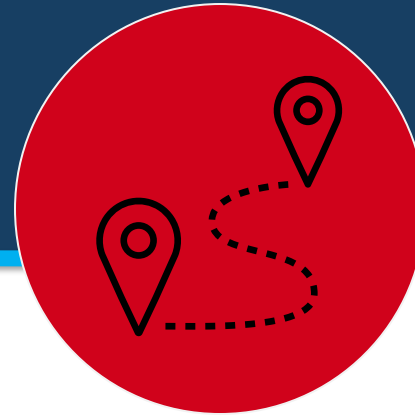
When does insurance get involved?

- All approved claims over \$5000 will be submitted to insurance
- Timelines for insurance payment may vary



What happens when theft is suspected?

- If theft is suspected our LP support team will file a police report
- The suspected driver will be excluded



Do you monitor driver claims trends?

- Driver performance is monitored via driver scorecards
- Claims, On-time, C.Sat and other metrics are recorded



How Do I get updates on open claims?

- For all questions send an email to support@onerail.io
- The claims team will address your question

