

Claims Inspection/Repair/ Direct Settlement Program



Dear Carriers,

Government Logistics N.V. offers services for our Carriers that include Claims Inspections, Claims Settlements, Estimates of Repairs and/or actual Repairs. This is a fee based program based on a per claim/shipment basis.

REPAIR ESTIMATES

For estimates of repairs we can offer these services for the following fees:

Cost for obtaining estimates of repairs and translation of estimate: €125.00

Estimates of Repair: Costs vary depending on the firm providing the estimate of repair.

A number of acceptable repair firms are available in the following countries and cities:

Germany: Baumholder, Heidelberg, Kaiserslautern, Mannheim, Wiesbaden, Ramstein, Stuttgart. Vilseck, Grafenwoehr, Bitburg (if an area is not listed, please ask for availability)

Italy: Naples, Vicenza (depends on availability of the repair firm in Vicenza), Aviano.

Belgium: Mons (S.H.A.P.E.), Brussels. Antwerp

Netherlands: Schinnen

Turkey: Izmir, Adana (Providing the Turkish Military allows access to the base)

Spain: Rota

We have either negotiated agreements with repair firms or our Agents have made arrangements with local repair firms in their areas. Please understand that in Europe, repair firms can charge as much as € 100.00 (\$150.00 +/-) or more for estimates of repair. If we do not have a repair firm in a city you need an estimate from, we do have repair firms willing to travel and we can provide in advance the approximate costs that would be involved.

ACTUAL REPAIRS

If you prefer to have items repaired, we can arrange for this as well. The cost for obtaining actual repairs is €125.00. This includes arranging repairs, translating the repair invoice, and arranging the pick up and delivery of items that require repairs. All repairs will be invoiced to our Agency in Euros, and we will invoice your Agency in Dollars separately for the repairs based on the current exchange rate. Please understand that the "Master" Carpenters here in Europe work vastly different than in the U.S. Repairs can take upwards of several weeks before items are returned to the customer.

TRANSLATIONS

We are capable of providing a limited service in the Translation of some documents you might receive from your customers.

Costs are \$2.00 per line of text with a minimum of \$50.00 per document. We can translate German and Dutch estimates. Other languages maybe translated, please ask in advance.

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CLAIMS INSPECTIONS

As an alternate to obtaining an estimate of repair we can conduct a claims inspection for you. A claims inspection is not an estimate of repairs, it is simply a visual inspection of the damages, and if requested photographs can be taken. We can inform you of the nature and extent of the damages, whether or not the item has salvage value and the overall condition of the property being claimed. Inspections also help prevent fraud.

For claims inspections within Germany, we can offer these services for fixed fees:

Inspection fee, and/or evaluation:

€125.00 for 1 to 15 items

€150.00 for 16 to 30 items

€175 flat fee for 31 or more items

Attempted Inspection fee: € 50.00. (An attempted inspection is when the customer is not available upon arrival when an appointment had been confirmed)

Miscellaneous Costs: Costs for diesel/gas (€ .40 per km) and/or meals depending on the distance traveled. (It must be kept in mind: gasoline prices are double (if not triple) what they are in the United States, averaging more than \$8.00 a gallon at current exchange rates here in Europe).

For all other destinations such as Italy, England, Belgium etc., the fees stated above apply. A quotation for additional costs involved can be provided beforehand since costs might include required traveling expenses (flight, car, hotel, etc.) since our Claims Manager is located in central Germany where the bulk of inspections for our firm are conducted. Please understand that inspections outside of Germany can still be done for a reasonable price, for example; flights to England or Italy from Germany can be obtained for around € 25.00-€80.00 (\$30-\$100) round trip, depending on the time of year.

DIRECT CLAIMS SETTLEMENT

We can also assist in settling claims directly with the customer. We have offered this service for over 12 years and our Senior Claims Manager has a great deal of experience in this area. We can negotiate with the customer in obtaining the lowest possible amount for any damages claimed. For items that require repairs, we will have the necessary repairs conducted and invoice your firm independent from our settlement fee. Once settlement is reached with the customer this is forwarded to your office for review. If you agree to the settlement worked out with the customer, you then can notify the customer via e-mail.

For claims settlement/negotiation within Germany we offer this service for:

€150.00 for 1 to 15 items

€175.00 for 16 to 30 items

€200 flat fee for 31 or more items

Miscellaneous Costs: Costs for diesel/gas (€ .40 per km) and/or meals depending on the distance traveled.

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REQUESTING AN INSPECTION/ESTIMATE/CLAIMS SETTLEMENT

To request an inspection/estimate/claims settlement please contact Mrs. Melanie Lohaus at:
MelanieL@govlog.be

Your request should include as many details you have for conducting the required service, e.g. copy of any claim reports indicating values claimed, claimant's name, address, telephone numbers, military address, e-mail address etc.

SALVAGE or DISPOSAL COSTS

We have added a new program to assist TSP's with claiming salvage rights or arranging for disposal of items. For any pick up of items within a 400km (round trip) radius of Frankfurt, Germany:

For Small Items (i.e. boxes of clothes, small appliances etc)

1-5 items picked up and disposed/salvaged, €100.00.

For each 5 items (or any quantity thereof) in addition, the rate would be €80 per 5 items.

For Large Items requiring more than 1 man to carry (large furniture such as schrank, wall units, dressers, etc)

Please ask for a price quote

For any item/s outside of the 400km (round trip) radius of Frankfurt, Germany, or in other countries, please contact us for rates.

We are aware of the time constraints under FRV in settling claims, however, when making requests please allow us sufficient time for us to find and contact the customer. Sometimes the customers are on temporary duty away from their permanent duty station, are in the field training or simply difficult to find. With U.S. military personnel stationed in as many as 7 or more countries here in Europe we cannot just use Directory Assistance to find them. In many cases Host Nation agreements prevent a soldier's telephone number from being listed. When customers are difficult to find we must rely on the military claims offices since they have access to the Military World Wide Locator system which pinpoints where soldiers are and usually provides an office (military) telephone number. Sometimes it takes time to get the information from the military claims office. If we are having difficulty contacting the service member we will keep you informed.

We understand it can be difficult for your agency to work in a foreign environment, language barriers not included, and hope that our services can help you better service your and our customers. We look forward to a mutual partnership in the future.