

Domestic Indemnity Claims—Customer Quick Reference Guide

Despite our best efforts, mail is occasionally damaged or lost. If this happens to your article, the following information will help you file a claim.

Where to File a Claim:

File a claim online, by mail, or in person at any Post Office™. An online claim is limited to insured or Express Mail® service — go to www.usps.com/insuranceclaims/online. Mail a claim to USPS Domestic Claims, PO Box 80143, St Louis, MO 63180-0143.

Who May File a Claim:

Damaged or Missing Contents: Mailer or addressee. *Note:* If the mailer initiates the claim, the addressee should retain the article and should *not* return it to the mailer.

Lost Article: Mailer or addressee (whoever has the original mailing receipt or the original sales receipt).

When to File a Claim:

Damaged or Missing Contents: File immediately, but no later than 60 days from the date of mailing.

Lost Article: File within the time limits in the chart below.

| Type of Service | When to File (From Mailing Date) | |
|--|----------------------------------|---------------|
| | No Sooner Than | No Later Than |
| Insured Mail | 21 days | 180 days |
| Collect on Delivery (COD) | 45 days | 180 days |
| Registered Mail™ | 15 days | 180 days |
| Registered COD | 45 days | 180 days |
| Express Mail | 7 days | 90 days |
| Express Mail COD | 45 days | 90 days |
| APO/FPO Insured First-Class Mail®, space available (SAM), or parcel airlift (PAL) | 45 days | 1 year |
| APO/FPO Insured Surface Mail | 75 days | 1 year |

What Is Required to File a Claim:

When filing a claim online (an option only for customers who purchased insurance or Express Mail service), complete the online claim form available at www.usps.com/insuranceclaims/online and submit items 1 and 2 below either online or by mail. When filing a claim by mail or at a Post Office, submit items 1, 2, and 3 below. In addition to the items listed below, the Postal Service may request additional information or documentation for the purpose of processing your claim.

- 1. Evidence of Value: At least one of the following:** A sales receipt, an invoice or bill of sale, a cost statement for replacing Express Mail service documents, a copy of the canceled check, a copy of the money order receipt, a copy of the credit card billing statement, or a final or complete transaction sheet indicating the amount deducted from an Internet account. Please retain a copy for your records.
- 2. Estimate of Repair Cost:** An estimate from a reputable dealer for any item to be repaired. Such an estimate is required only for damaged contents that you choose to have repaired. Please retain a copy for your records.
- 3. Official Claim Form (required only when filing a claim by mail or at a Post Office, not online):** PS Form 1000, *Domestic or International Claim*. Copies of PS Form 1000 are available from any Post Office and also from the Postal Service Web site at www.usps.com; click on *All Products & Services*, then *Forms*, then *Find a Form*, then *All Online PDF Forms in Numeric Order*, and then *PS Form 1000*. Please retain a copy for your records.

Original Mailing Receipt: Retain the original mailing receipt — for insured, COD, Registered Mail, or Express Mail service, showing that the particular service was purchased — until the claim is resolved or until you receive written notification from the Postal Service to make the receipt available. If the Postal Service does ask you to make the receipt available, please retain a copy for your records.

Proof of Damage or Missing Contents: Retain the mailing container — including wrapping, packaging, and any contents that were received — until the claim is resolved or until you receive written notification from the Postal Service to make the materials available to the local Post Office for inspection, retention, and disposition in accordance with the claims decision.

For more information on filing domestic claims, visit the Postal Service Web site at www.usps.com/insuranceclaims.