Claims Support

- **Reporting Capabilities – Custom Scorecard Metrics**
  - **Client**
    - Collection of Documentation (Including Product Invoice)
    - Presentation to Carrier
    - Carrier Compliance per Carmack Amendment
      (30 Day Response, 90 Day Resolution)
    - Settlement/Mitigation

- **Rockfarm**
  - Claims/System Support

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** CLAIMS SUPPORT **

- **CLIENT**
  - Client Opens Claim
  - Collection of Documents
  - Presentation of Claim to Carrier
  - 30 Day Follow-Up
  - 90 Day Follow-Up
  - Claim Settlement
  - Client Receives Reconciliation Check In Mail
**Mitigation & Compliance**

- **Reporting Capabilities – Custom Scorecard Metrics**
  - **Client**
    - Collection of Documentation (Including Product Invoice)
    - Presentation to Carrier
  - **Rockfarm**
    - Carrier Compliance per Carmack Amendment (30 Day Response, 90 Day Resolution)
    - Settlement/Mitigation
    - Claims/System Support
**Fully Managed**

### Reporting Capabilities – Custom Scorecard Metrics
- **Client**
  - Submit claim to Rockfarm

### Rockfarm
- Collection of Documentation
- Presentation to Carrier
- Carrier Compliance per Carmack Amendment (30 Day Response, 90 Day Resolution)
- Settlement/Mitigation

**CLIENT**
- Client Opens Claim
- Collection of Documents
- Presentation of Claim To Carrier
- 30 Day Follow-Up
- 90 Day Follow-Up
- Claim Settlement

**Rockfarm**
- Collection of Documents
- Presentation to Carrier
- Carrier Compliance per Carmack Amendment (30 Day Response, 90 Day Resolution)
- Settlement/Mitigation

**Client Receives Reconciliation Check In Mail**