

# The Transferee Guide to Lump Sum Coverage Inclusive of the High Value Inventory on The Octopus Portal System™



## Pac Global's exclusive automated online claims reporting system

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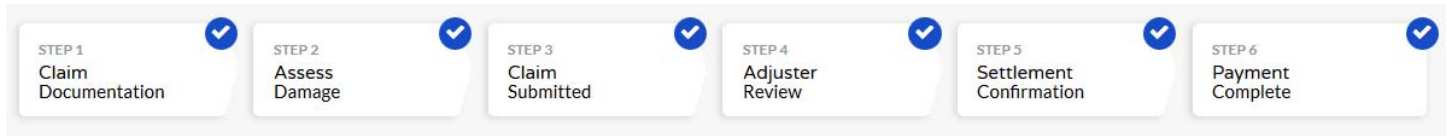
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# The Octopus Portal System™ has broken down the claims process into 6 easy steps:



**Step 0: Signing In** – Create a profile so you can save your progress and log back in later for updates

**Step 1: Enter Claim** – Creates a claim statement in list form

**Step 2: Assess Damage** – Repair/replacement estimates are requested, assistance for same is a “click away”

**Step 3: Claim Submitted** – You simply click to submit the claim

**Step 4: Adjuster Review** – Underwriter review

**Step 5: Settlement Review** – You review the allowances agreed by Underwriters for settlement

**Step 6: Payment In Process**

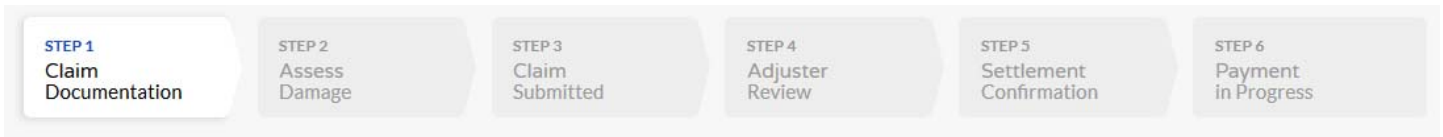


Please begin the claim process after you have fully unpacked and noted all the damage, as only one claim can be submitted on the declaration.

To be successful in moving through the claim you'll want to:

- Know your declaration number
- Have a copy of your High value list available for upload (if you declared any items of a high value before the move)
- Have clear pictures of the damaged items
- Provide the monetary amount to be claimed for the damaged item
- Have a brief description of the damage.

## Let's take a closer look at the steps...



### **STEP 1: Sign-In and Document Your Claim**

You will go to [https://pacglobalins.com/claimant/users/sign\\_up](https://pacglobalins.com/claimant/users/sign_up) to file a claim in The Octopus Portal System™.

First create a login so that you can come back and view the claim status at any given time (help to make sure the person submitting the claim is the same as the declaration insured).

**Pac Global**  
Insurance Brokerage, Inc.

Contact Us Claims FAQ Sign In

### Register your claims account

To start your claim, first create an account.

If you already have an account, you can [sign in](#) to review status and update your claim.

FULL NAME

EMAIL

CREATE A PASSWORD (MINIMUM 8 CHARACTERS)  [SHOW](#)

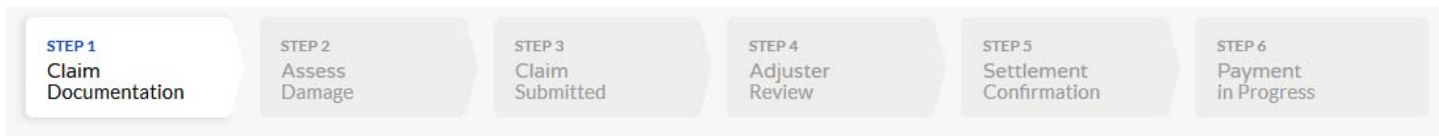
CONFIRM PASSWORD  [SHOW](#)

[Create Claim Account](#)

[About Pac Global](#) [Contact](#) [FAQ](#)

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Afterwards you'll select the first option, pictured below. "Valued Inventory And/or High Value Item List"

Enter your declaration number and select "I Have a Lump Sum Insured Amount"

To start, select which of the following best describes your shipment?

*If you are unsure, please contact your moving company.*

- ☒ Valued Inventory and/or High Value Item List Addendum to your Lump Sum Insured Amount to create your claim list
- ☐ Existing detailed valued inventory completed online during insurance purchase prior to your move

DECLARATION NUMBER

ENTER DECLARATION NUMBER

☒ I have a Lump Sum Insured Amount

While you are creating your claim list, **your mover** will upload the following shipping documents.

- High Value List
- Packing List
- Delivery Report
- Bill of Lading Or Weight Ticket

Start by simply providing a list of items damaged in the move and the amount you purchased it for.

ITEM NAME	
Desk	
PACKAGE NUMBER	
55	
INSURED VALUE	PRE-MOVE CONDITION
250	Good ▼
ROOM	QUANTITY
Office	1
<a href="#">Remove</a>	
<a href="#">+ Add Another Claim Item</a>	





Continue to [+ Add Another Claim Item](#) until you've finished your list.

Since you have a High Value Inventory List, select the first option and you'll be able to upload it, otherwise select the second option. Should you not be sure, please contact your mover to confirm.

Which of the following best describes your High Value List?

*If you are unsure, please contact your moving company.*

- ☒ You have acknowledged you insured using "Lump Sum". If you also provided your mover with the additional **HIGH VALUE LIST, FOR ITEMS NOT TO BE INCLUDED IN THE LUMP SUM, SELECT FOR "HIGH VALUE LIST/LUMP SUM."**
- ☐ You have acknowledged you insured using "Lump Sum". If you only purchased LUMP SUM insurance your insurance valuation is based on weight/volume. **Select for "WEIGHT/VOLUME ONLY"**

Upload your High Value List



No file selected

Select File

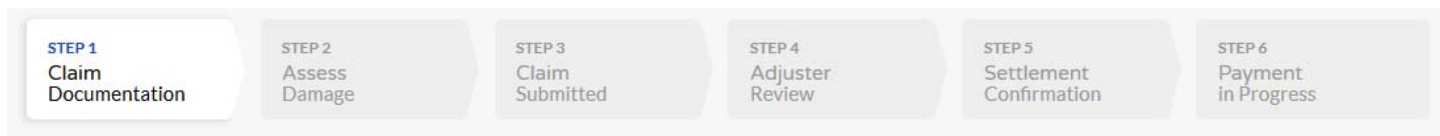
Please upload the high value list you used to insure your items.

**Accepted formats:** jpg jpeg png pdf xls xlsx doc docx

Provide the details of the damage, pictures, and amount claimed by selecting [Claim](#) entering in the information and hitting [Save](#)

	<b>Desk</b> <a href="#">View more details</a>	<b>INSURED VALUE</b> <b>250 USD</b>	<a href="#">Claim</a>
		<b>SELECT DAMAGE TYPE</b> Furniture Damage ▼	<b>CLAIM VALUE</b> 100
<a href="#">Add more photos</a>		<b>DESCRIBE CONDITION</b> Desktop is scuffed	
<a href="#">Cancel</a>			<a href="#">Save</a>



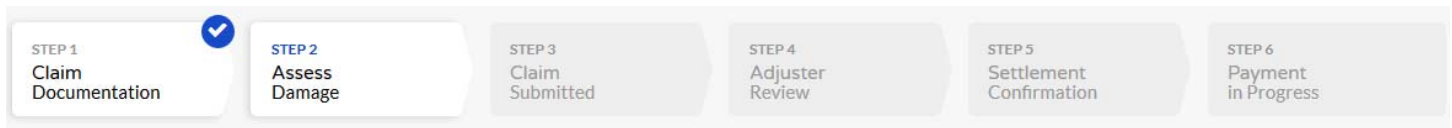


Once you have finished providing all the information requested and

Submit for Review

There is a possibility that additional clarifying information or documents may be required after reviewing the above.





STEP 2: Assess Damages

Pac Global provides recommendations of Repair Companies in your area and will contact them on your behalf should you like us to.

Repair Estimates

For each item claimed, please provide more detail by uploading an estimate provided by a qualified repair company and the value you were quoted. The estimate must contain the company name and their estimate for repairing the item. The Underwriters will reimburse up to but not to exceed \$150 for the estimate to be received. Should the amount exceed \$150, please [contact Pac Global](#) for approval.

Need help finding a qualified vendor?

- [Recommended repair companies we found in your area](#)
- [Find your own repair company on Google](#)
- [Contact us](#) for further help

Desk

[View more details](#)

[Claim Details](#)

CLAIM VALUE

100 USD

INSURED VALUE

250 USD

[Remove Claim](#)

Repair Document

Please upload the estimate provided to you. The file must contain the company name and their estimate for the repairing of the item. *This can be a .jpg, .jpeg, .png, .xls, .xlsx, .pdf, .doc or .docx.*

Upload Documentation

Repair Total

Please confirm the total for repair provided.

0

USD

WHO SHOULD THIS ITEM BE PAYED TO?

Pay out the estimate company for this item.

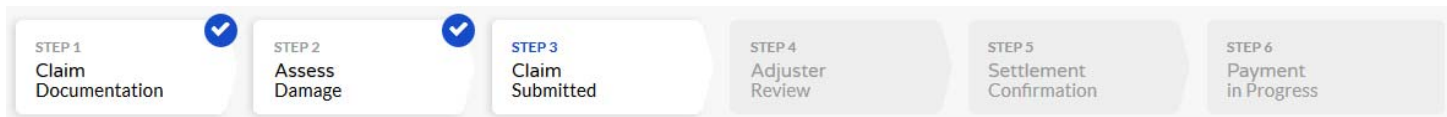
Repair Companies in Your Area

You may use these companies to assess the damage and estimate the cost to repair. You will still need to upload their estimate and enter the estimate total in each of your items.

Repair Company			1234 Main Street
CONTACT	EMAIL	PHONE	
Mr. Repair	repair@repair.com	<a href="#">555-5555</a>	

Upload the repair estimate and confirm how you want the invoice paid, and submit estimates.





STEP 3: Claim Submitted

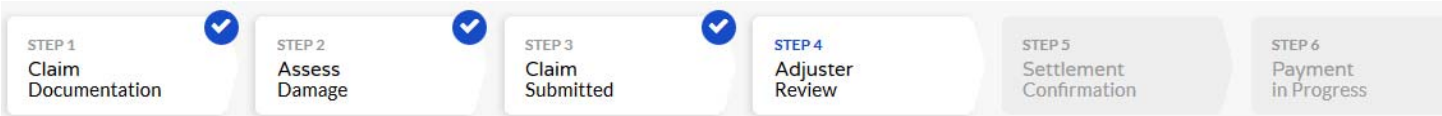
After your estimates are approved your claim is submitted, nothing for you to do in this step.

Success! Your claim was submitted on 09/04/2017 at 08:29:15 PM (PDT).  
 We'll send you your claim number shortly and keep you updated as soon as it is under review and your settlement is ready.

You do not need to do anything further to your claim. The review should be done within 5 business days, and at that time your settlement offer will be ready for you to confirm.

Need help or have questions? [Check out our FAQ](#) or [contact us](#) and a Pac Global adjuster will be happy to help.

Your Valued Inventory	Claimed	3rd Party Estimate
<b>Desk</b> Insured Value: 250 USD <a href="#">View more details</a> <a href="#">Claim Details</a>	FURNITURE DAMAGE <b>100</b> USD	REPAIR <b>100</b> USD



STEP 4: Adjuster Review

You are notified when the adjuster review begins, nothing for your to do in this step.

Your claim review has begun.  
 Review has begun on 09/04/2017

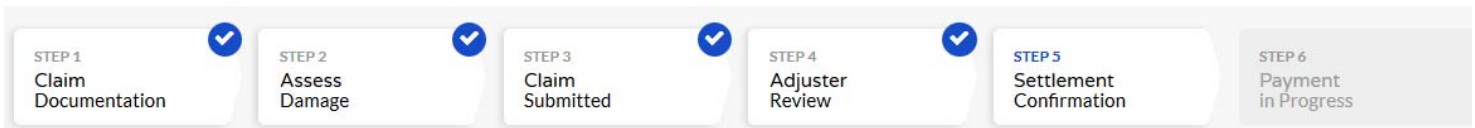
Please note it may take up to 5 business days for the review to be completed. You will receive a confirmation alert when you can review the settlement offer from the Underwriters. Should any additional information be needed by the adjuster for your claim to be finished, we will contact you directly.

Need help or have questions? [Check out our FAQ](#) or [contact us](#) and a Pac Global adjuster will be happy to help.

Your Valued Inventory	Claimed	3rd Party Estimate
<b>Desk</b> Insured Value: 250 USD <a href="#">View more details</a> <a href="#">Claim Details</a>	FURNITURE DAMAGE <b>100</b> USD	REPAIR <b>100</b> USD







## **STEP 5: Settlement Confirmation**

Pac Global adjuster will review the complete file and a settlement offer will be prepared.

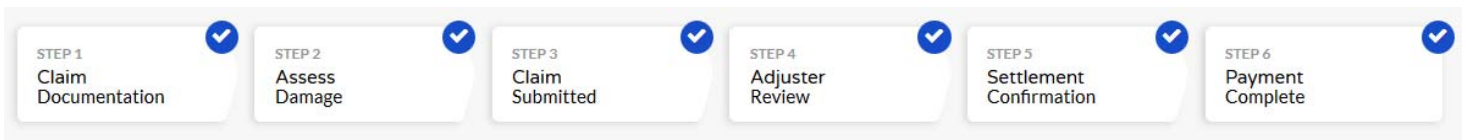
You will receive a notification that the settlement is pending, log into the Octopus Portal to review.

Your Valued Inventory	Your Claim	3rd Party Estimate	Underwriter Review
<b>Desk</b> Insured Value: 250 USD <a href="#">View more details</a> <a href="#">Claim Details</a>	FURNITURE DAMAGE <b>100 USD</b>	REPAIR <b>100 USD</b>	<b>AMOUNT TO BE PAID</b> <b>100 USD</b>
AMOUNT TO BE PAID SUBTOTAL		<b>100 USD</b>	
LESS DEDUCTIBLE		<b>0 USD</b>	
<b>AMOUNT TO BE PAID TOTAL</b>		<b>100 USD</b>	
<a href="#">Dispute Offer</a>		<b>I Accept This Offer</b>	
<p>Please note: Any action taken by Pac Global or their interested Underwriters to investigate, settle, deny or litigate this subject claim shall be without prejudice to the terms and conditions of this policy.</p> <p><a href="#">Frequently Asked Questions</a></p>			

Select **I Accept This Offer** and chose your preferred payment method to complete accordingly.

How would you like to receive your payment?	AMOUNT TO BE PAID
<input checked="" type="radio"/> US Mail <input type="radio"/> Wire Transfer <input type="radio"/> Courier	<b>\$100 USD</b>





**STEP 6: Payment in Progress**

Once the offer has been accepted the claim will be submitted for funding and a claim payment will be issued.  
 You will receive a notification once the claim has been funded.

Our records show that your settlement has been paid out, and you should have received, or be receiving shortly, all final payments. Your claim will remain open until all remaining invoices have been received by the companies hired to repair or replace items to you. Once invoices are received we will schedule payments and this claim will be closed.

*Having an issue with an expected payment? [Contact us](#) and a Pac Global adjuster will be happy to help.*

Final Settlement

[Print my settlement](#)

Your Valued Inventory	Your Claim	3rd Party Estimate	Underwriter Review
<b>Desk</b> Insured Value: 250 USD <a href="#">View more details</a> <a href="#">Claim Details</a>	FURNITURE DAMAGE <b>100 USD</b>	REPAIR <b>100 USD</b>	<b>AMOUNT TO BE PAID</b> <b>100 USD</b>
	SELECT DAMAGE TYPE Furniture Damage  DESCRIBE CONDITION Desktop is scuffed	CLAIM VALUE 100 USD	
AMOUNT TO BE PAID SUBTOTAL    100 USD LESS DEDUCTIBLE    0 USD		<b>AMOUNT TO BE PAID TOTAL    100 USD</b>	

**Note:** Any approved 3<sup>rd</sup> party payments are referenced in the settlement but not included in the amount to be sent to the claimant as they are paid directly to the repair company if requested.

