

Example of a Claim Acknowledgement Letter with Required TxDMV Text

DATE

SHIPPER'S NAME

ADDRESS

CITY, STATE, ZIP CODE

EMAIL ADDRESS

Dear: SHIPPER'S NAME

We are in receipt of your claim dated: DATE. Your claim has been assigned the following claim number: CLAIM NUMBER.

"Household goods carriers have 90 days from receipt of a claim to pay, decline to pay, or make a firm settlement offer, in writing, to a claimant. Questions or complaints concerning the household goods carrier's claims handling should be directed to the Texas Department of Motor Vehicles (TxDMV), Enforcement Division, via the toll-free consumer helpline as listed on the department's website. Additionally, a claimant has the right to request mediation from TxDMV within 35 days after any portion of the claim is denied by the carrier, the carrier makes a firm settlement offer that is not acceptable to the claimant, or 90 days has elapsed since the carrier received the claim and the claim has not been resolved."

Sincerely,

HOUSEHOLD GOODS CARRIER'S NAME