

4901:2-19-15

**Claims for loss or damage.**

- (A) Every carrier which receives a written claim for loss of or damage to property transported by it, shall acknowledge receipt of such claim in writing to the claimant within fifteen calendar days after its receipt by the carrier or the carrier's agent. The carrier shall at the time such claim is received, cause the date of receipt to be recorded on the claim.
- (B) Every such carrier which receives a written claim for loss or damage to household goods transported by it shall pay, decline, or make a firm compromise settlement offer in writing to the claimant within thirty days after receipt of the claim by the carrier or its agent.
- (C) No carrier may include in any estimate, bill of lading or tariff any provision which limits the time, the consumer's right or ability to file a claim with the carrier within the time limits established by the carrier, provided that no carrier shall establish a time limit of less than sixty days or to file a claim.

Five Year Review (FYR) Dates: *5/27/2022 and 05/27/2027*

CERTIFIED ELECTRONICALLY

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Certification

*05/27/2022*

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Date

Promulgated Under: 111.15  
Statutory Authority: 4921.09, 4921.38  
Rule Amplifies: 4921.09, 4921.38  
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