**Section 1457.405 Filing of Claims**

a) A claim shall not be paid unless filed in writing with the household goods carrier that collected the transportation charges. The household goods carrier collecting the payment for the shipment shall be the carrier to process all claims. When a claim is filed with another carrier that participated in the transportation, that carrier shall transmit the claim to the collecting carrier within 15 days after receipt of the claim. If the collecting carrier is unable to dispose of the claim for any reason, the claim may be filed with or transferred to any participating carrier for final disposition.

b) A single claim may include more than one shipment provided the claim on each shipment involves:

1) The same rate publication issue or authority or circumstances;

2) Single-line service by the same carrier; or

3) Service by the same interline carriers.