**Section 1457.410 Documentation of Claims**

a) Claims shall include the name of the claimant, the claims file number if any (see Section 1457.420), and the amount of the refund sought to be recovered. Claims for overcharge shall be accompanied by the original or a shipper-certified copy of the bills of lading and payment documents, unless the originals were not paper documents. Additional information may include, but is not limited to, the following:

1) The rate, classification or commodity description or weight claimed to have been applicable;

2) Complete tariff authority for the rate, classification or commodity description claimed; and

3) Other documents or data the claimant believes substantiate the basis for its claim.

b) Claims for duplicate payment shall be accompanied by the original or a shipper-certified copy of the bills of lading for which charges were paid and payment documents, unless the originals were not paper documents.

c) Not withstanding subsections (a) and (b) of this Section, the failure to provide sufficient information and documentation to allow a carrier to conduct an investigation and pay or decline the claim within the allowable time limitation shall not constitute grounds for disallowance of the claim. Rather, the carrier shall comply with Section 1457.415(c) to obtain the additional information required.