**Section 1457.480 Loss or Damage Claim Records**

a) At the time a claim is received, the household goods carrier shall create a separate file and assign a consecutive claim file number. The carrier shall note that number on all documents filed in support of the claim and all records and correspondence with respect to the claim, including the written acknowledgement of receipt.

b) At the time a claim is received, the household goods carrier shall record the date of receipt on the face of the claim document. The date of receipt shall also appear in the carrier's written acknowledgement of receipt to the claimant.

c) The household goods carrier shall note the claim file number on the bill of lading, shipping order, if in its possession, and any delivery receipt covering the shipment, unless:

1) All information contained in bills of lading, shipping orders, delivery receipts, tally sheets, and all other pertinent records made with respect to the transportation of the shipment on which claim is made is available for examination upon receipt of a claim;

2) All records and documents (or complete reproductions) are in fact examined in the course of the investigation of the claim and an appropriate record is made that the examination has in fact taken place; and

3) This procedure causes the duplicate or otherwise unlawful payment of claims.