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Back9Insurance  
ATTN: Todd W Marquardt  
22911 Banyan Pl  
242  
Santa Clarita, CA 91390-4268



April 12, 2021

Case #: 0326627782  
Tracking/Pro #: 784918672081  
Reference/Claimant #:  
Claim Amount: \$2,000.00  
Ship/Received Date: 03/26/2021

Dear FedEx Customer,

FedEx values your business. We have received and processed your claim request on the shipment referenced above. Unfortunately, upon completing our investigation, we must respectfully decline your claim.

The FedEx Authorized ShipCenter® where you tendered your shipment must submit this claim. Please contact them for assistance. Claims must be submitted with proof of value of the merchandise shipped, including all discounts. Please provide supporting documentation for claims submission.

If you have general questions about FedEx® Shipping in the future, consult our helpful resources:

**fedex.com/us/guidetoservices** for downloadable service information and shipping support.

**fedex.com/us/claimsonline** for claims submissions, management, status and reporting.

**fedex.com/packaging** for packing tips and access to package testing and design services.

**fedex.com** for 24-hour online support.

We regret any inconvenience this issue has caused and hope you understand our position on your claim. At FedEx, we truly care about meeting your transportation needs, and hope we will be given an opportunity to serve your shipping needs in the future.

Sincerely,

FedEx Cargo Claims

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