

[Date]

[Client Name]

[Client Company Name]

[Client Address]

[City, State, Zip Code]

Subject: Introduction to Commercial Claims Procedures

Dear [Contact Name],

Welcome to [Your Company Name]. We are pleased to provide you with this introduction to our commercial claims procedure. Our goal is to ensure a transparent and efficient process for resolving any claims that may arise during our business relationship.

Below is an overview of the standard steps involved in our claims process:

- **Step 1: Notification:** Please submit a formal notice of claim in writing to [Email Address/Department] within [Number] days of the incident.
- **Step 2: Documentation:** Provide all supporting evidence, including invoices, photos, shipping documents, or incident reports.
- **Step 3: Review:** Our claims team will review the submitted materials and may request additional information within [Number] business days.
- **Step 4: Assessment:** We will conduct a thorough investigation to determine liability and the total value of the claim.
- **Step 5: Resolution:** Once the assessment is complete, we will issue a formal decision regarding settlement or denial.

Your dedicated claims representative for this account is [Representative Name]. You may contact them directly at [Phone Number] or [Email Address] for any specific inquiries.

We have attached a copy of our full Claims Policy Handbook for your records. We look forward to a successful partnership.

Sincerely,

[Your Name]

[Your Title]

[Your Company Name]