**Section 1457.455 Requirements for Form and Content of Claims**

a) A household goods carrier shall not voluntarily pay a claim for loss, damage, injury, or delay to cargo unless the claimant files a written claim with the carrier within the time limits required by Section 1457.450, the terms of the bill of lading or other contract of carriage, and all applicable tariff provisions.

b) A written communication filed by a claimant with a carrier will be considered to comply with the provisions for filing claims in the bill of lading or other contract of carriage if it:

1) Contains facts identifying the shipments or property involved;

2) Asserts liability for alleged loss, damage, injury or delay; and

3) Makes claim for the payment of a specified or determinable amount of money.