

Frequently Asked Questions

■ **What is acceleRate and how can it save you time and money?**

acceleRate™ is powered by [Reliance Partners](#) and offers full replacement coverage at great discounts compared to the carrier's rates. Claims are settled within 14 business days of all paperwork being submitted.

■ **What is shipping insurance?**

Shipping insurance covers the value of freight you are shipping. If your freight is lost or damaged in transit, acceleRate™ will ensure that the freight is covered.

■ **How can acceleRate help you?**

If you ship freight with a value of less than \$100,000, it is fully covered. It also covers many items that the shipping carriers do not.

■ **Do you need a policy certificate to insure with acceleRate™?**

No, acceleRate™ insured clients receive complete coverage and lower rates.

■ **How much does it cost?**

The cost of acceleRate™ is \$0.25 per \$100 of declared value*.

■ **What is actually covered?**

acceleRate™ covers property damage & physical loss of the insured goods.*

■ **What items can you insure?**

acceleRate™ offers coverage for most commodities but it does have a few exclusions (items that are not covered) and conditions.

■ **How are claims handled?**

We offer a fully online claims process and all claim payments are expedited if full replacement coverage is purchased. Claims are processed quickly and are typically settled within 14 business days on all full coverage freight once all paperwork is filed. There are no long-term commitments.

■ **How do you file a claim?**

All claim requests should be submitted to yourLTL.com/claims. Once all required paperwork is submitted, your claim will be processed in an expedited fashion. Claims must be submitted no later than ten (10) days after being notified of the damage(s).*

■ **How is a claim paid and to whom?**

Claim payments are mailed to the insured via check or paid via PayPal (your choice). The insured company who purchased the insurance coverage.

■ **Are there any packaging requirements?**

Shipments must be packaged to withstand the normal rigors of transit and must meet (or exceed) the shipping carrier packaging standards.

