

Mayflower Canada Customer Care Department

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How to File a Claim for your Household Goods

This guide outlines the steps to submit a claim with Mayflower Canada.

Step 1: Get Ready

Before you start, gather the following:

- Your move documents (Bill of Lading, Inventory Check Off Listing, Inventory of Articles Shipped, etc.).
- A list of damaged and/or missing items.
- Photos of the damaged items.

Note: Once your claim is submitted, it will constitute your complete and entire claim.

Step 2: Start Your Claim Online

- Click this link: [Customer Login \(mayflower.ca\)](http://Customer Login (mayflower.ca))
- On the claim page, enter your:
 - Last Name**
 - Registration/Order Number** (Format: M000-00000-00)
(This is printed on the top right corner of your Bill of Lading)
 - Preferred Language**
- Click **Submit**

The form includes fields for Last Name / Nom de famille, Registration Number / Numero de dossier, and Language / Langue. It also has a Submit / Soumettre button.

Step 3: Enter Your Contact Information

- Make sure your mailing address, email, and phone number(s) are current and correct so we can reach you.

Step 4: Add Claimed Item(s)

- Provide details for each **damaged or missing item**, including the following:

Field	Description
Inventory Tag No.	From your inventory list or tag (leave blank if unknown)
Item	Describe the damaged or missing item
Primary Damage	What is wrong with the item (select from the list)
Location	Where on the item the damage is located (select from the list)
Comments	Include make, model, serial number, and any other relevant details
Date Purchased	Provide the purchased date (use approximate if unsure)
Original Cost	Provide the original cost (estimate if the receipt is unavailable)
Amount Claimed	Provide the amount you are requesting as a cash settlement or estimated replacement cost if unsure

- Click **Enter** after you fill in the information for each item and continue adding more items as needed.

Step 5: Proceed to Submit Claim

- When all items are entered, click **Proceed to Submit**.

Note: Only one claim submission is allowed. Please ensure your claim is complete. Retain all items, as they may be subject to inspection. You will receive an email confirmation once your claim is submitted.

Step 6: Review and Submit Your Claim

- Review your completed claim and revise if needed.
- Read the Terms & Conditions.
- When finalized, click **Submit Claim**.

Step 7: Send Photos of the Damaged Items

- Email your photos to: claims@moverone.ca
- ❖ **Important:** Include your **full name** and **registration/order number** in the subject line.

Note: Email systems may limit the number or size of attachments.

Need Help? Our Customer Care Department is here for you.