

QA# 37662

Mr. and Mrs. Jeffrey Aina
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DEPT. OF TRANSPORTATION
DOCKET SECTION
98 JUL 17 PM 2: 52

July 14, 1998

Docket Clerk
U.S. DOT Dockets, Room PL-401
400 seventh St, SW
Washington , DC 20590-0001

RE: DOCKET NO. FHWA-97-2979 - 30

Dear Sir:

On 9/27/96 United Van Lines Int. moved our household goods from the island of Oahu to the island of Maui. At the time of delivery we noticed that our dinette set was damaged. There was hardware missing and one of the legs was bent to the point that the table could not be reassembled.

On November 23, 1996 we sent a letter to United Van lines to file a claim. The letter was sent to a Ms. Jaycox. We did not receive a reply.

In early April we decided to call United Van Lines to fin out the status of our claim. At that time we were informed that Ms. Jaycox had been replaced by Ms. Herdle and we were connected to her voice mail. After numerous messages and attempts to contact her, we received a call from her the last week of May. she informed us that they did not receive our letter, that it was probably lost in the mail. Since the claim should have been filed within 90 days, there was nothing they could do for us.

Since we were not happy with that reply, we called back to speak with a supervisor. Again, after leaving numerous messages, Ms. **Perskasky** finally called back. She told us that she would review our case and would call us back. Needless to say she never did call.

At that time we decided to file a complaint with the Attorney General of Missouri. They in turn sent United Van Lines a few letters giving them a chance to explain.

United Van Lines response to them was that we did not file the claim within the 90 day window. Also, after reviewing a copy of the letter we sent them they came to the conclusion that the letter did not meet the minimum filing requirements.

At no time did we know what the minimum filing requirements are.

We did post the letter. we must assume that United Van lines, in their organization lost our letter as they failed to respond. We feel we acted in good faith, that Unite Van Lines being a reputable company would respond in a timely manner.

Unite Van Lines have proven to us that that their organizational and filing systems are in great doubt, and it is incredible to believe that the consumer is required to prove that the mail was delivered and they can say they never received it and it's our fault.

Sincerely,

Jeffrey and Aina C L -

Cc: Attorney General Of Missouri