



CLAIMS PROCEDURE FOR NATIONAL BEEF PACKING CO., L.L.C. (NBP) 7/29/21

To ensure our customers receive accurate credit and claims are processed in a timely manner, the following procedures must be adhered to:

- a. **MISSING CASES/BOX COUNT DISCREPANCE/DAMAGED BOXES**: Contact NBP immediately, before releasing the truck. Driver is to witness unloading and verify box count delivered by notation on Bill of Lading. Only Bill of Lading notations are legal documentation. Notes made by customer after driver departure will not be honored. Please include box weights and product codes on documentation. Any boxes rejected must be itemized with individual weights. Averaging weights is not acceptable on catch weight items. Terms of sale under Buyer's truck or other transportation arranged by Buyer, risk passes to the Buyer at time the shipment is tendered to the Buyer, or Buyer's agent. Our toll-free transportation/delivery claims telephone number is 800-688-2313.
- b. **OFF-SITE WAREHOUSE DELIVERIES**: in the event delivery is made to an off-site or commercial warehouse contracted by the Customer, the Customer is responsible for notifying the contracted warehouse of NBP Claim Procedures. Claims not reported in accordance with our Claim procedure are subject to denial.
- c. **SPECIFICATION/QUALITY CONDITION PROBLEMS**: NBP products are crafted in accordance with our standards for food safety, quality and conformance to NBP specifications. Please be prepared to identify product code, establishment code, purchase order or invoice number. Hold unopened boxes representing 10% of the total shipment that item until determination is made by NBP whether the situation will require an on-site evaluation by an NBP representative or another adjuster. Specification claims equal to or less than 2% are subject to denial. **NO CLAIM WILL BE PAID WITHOUT PRIOR PRODUCT EVALUATION AND DOCUMENTED PROOF OF LOSS.**
- d. **FAT CLAIMS ON COMBO-PACK TRIMMINGS**. Should a customer's in-house test show fat contents greater than accepted tolerances, contact NBP Claims prior to using all the product. National Beef will, at its discretion, either accept the claim on a point-per-lean basis calculated using the customer's result or exercise the right to call in an independent accredited laboratory for a referee sampling and test. In some cases, claims may be validated at end of run by supplying lot blends sheets confirming additional lean tonnage added to meet projected lean target percentage.
 - 2% tolerance blends: 50/50, 65/35, 73/27, 75/25, 80/20, 81/19, and 85/15.
 - 1% tolerance blends: label lean content equal to or greater than 86%
- e. **ALTERATION OR CO-MINGLING OF PRODUCT**: National Beef packing will not accept claim on product after that material has blended with material from another packer. Claims must be presented with pictures of box label and box information for the product in question. Documentation showing segregation of vendor's product should be supplied. All audit information must be sent to National Beef prior to blending or modifying the product in any way.
- f. **SHORT WEIGHT CLAIMS**: Submit weight sheets including box or combo serial numbers, tares used, and current scale calibration documents.

The following documentation should be provided as applicable to support a claim:

Signed Bill of Lading	Shipping Manifest	Test records
Weight Sheets	Box Labels	Photographs
Temperature logs, Audit Sheets, and any other pertinent documentation		

If the above procedures are not followed as stated, we reserve the right to deny your claim. Situations will inevitably arise that do not fall into these categories; should you have questions, please contact our Claims Department at 1-800-449-2333 or email our Claims mailbox, "claims@nationalbeef.com." If you indicate you must speak to a claim representative, your call will be promptly returned.

Thank you,
Candace Ost diek
Claims Manager