DIRECTORY OF MEMBER CARRIERS AND OFFICIAL DAMAGE PREVENTION AND FREIGHT CLAIM REPRESENTATIVES

Contact Information for Freight Loss and Damage Claims

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# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Company</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>BNSF RAILWAY</td>
<td>3</td>
</tr>
<tr>
<td>CANADIAN PACIFIC RAILWAY</td>
<td>7</td>
</tr>
<tr>
<td>CHICAGO SOUTH SHORE RAILROAD</td>
<td>8</td>
</tr>
<tr>
<td>CN RAIL</td>
<td>9</td>
</tr>
<tr>
<td>CSX TRANSPORTATION</td>
<td>10</td>
</tr>
<tr>
<td>FLORIDA EAST COAST RAILWAY</td>
<td>14</td>
</tr>
<tr>
<td>ILLINOIS WESTERN RAILROAD</td>
<td>14</td>
</tr>
<tr>
<td>IOWA INTERSTATE</td>
<td>14</td>
</tr>
<tr>
<td>KANSAS CITY SOUTHERN RAILWAY COMPANY</td>
<td>15</td>
</tr>
<tr>
<td>KANSAS CITY SOUTHERN de Mexico, S.A. de C.V</td>
<td>15</td>
</tr>
<tr>
<td>LIVONIA, AVON &amp; LAKEVILLE RAILROAD CORPORATION</td>
<td>16</td>
</tr>
<tr>
<td>NEW YORK, SUSQUEHANNA &amp; WESTERN</td>
<td>16</td>
</tr>
<tr>
<td>NORFOLK SOUTHERN CORPORATION</td>
<td>16</td>
</tr>
<tr>
<td>UNION PACIFIC RAILROAD</td>
<td>19</td>
</tr>
<tr>
<td>VERMONT RAILWAY</td>
<td>23</td>
</tr>
<tr>
<td>WATCO COMPANIES</td>
<td>23</td>
</tr>
<tr>
<td>CONTACT INFORMATION FOR FREIGHT LOSS AND DAMAGE CLAIMS</td>
<td>24</td>
</tr>
</tbody>
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<td>Damage Prevention</td>
</tr>
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<td>Title</td>
<td>Address</td>
<td>Phone</td>
<td>Fax</td>
<td>Email</td>
<td>Responsibility</td>
</tr>
<tr>
<td>-----------------------</td>
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16
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Responsibility: Freight Claims

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111 S. Magnolia St.  
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FAX: 402-997-4046  
Email: dmvaesa@up.com  
Responsibility: Freight Claims

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Claims Trainee  
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Email: wdsillia@up.com  
Responsibility: Freight Claims

Aisha Wright  
Claims Representative  
111 S. Magnolia St.  
Palestine, TX 75801  
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FAX: 903-731-7708  
Email: awright@up.com  
Responsibility: Freight Claims
Member Carriers and Official DP&FC Representatives

VERMONT RAILWAY

Amanda Ball
Overcharge Director
One Railway Lane
Burlington, VT 05401
Phone: 802-658-2550
FAX: 802-658-2553
Email: aball@vrs.us.com
Responsibility: Damage Prevention/
Freight Claims

WATCO COMPANIES

Tabitha Hansen
Corporate Railcar DDCT, DP&FC Spec.
325 Mill Road
Lewiston, ID 83501
Phone: 208-816-8629
FAX: None
Email: thansen@watcocompanies.com
Responsibility: Damage Prevention/
Freight Claims

Tricia Underwood
Director Watco Railcar Services DDCT, DP&FC
315 W 3rd ST
Pittsburg, KS 66762
Phone: 620-404-9030
FAX: 620-232-3517
Email: tunderwood@watcocompanies.com
Responsibility: Damage Prevention/
Freight Claims
Contact Information for Freight Loss and Damage Claims

BNSF Railway
Freight claim inquiries and foreign line requests: cargoclaims@bnsf.com
Damage notifications: lars@bnsf.com
General inquiry: 800-333-4686

Canadian National
Claims, notifications, general inquiries:
ISSYS@cn.ca
Foreign line request: FRTCLMFLR@cn.ca
General inquiry: 800-667-8778

Canadian Pacific
Freight claims notification/tracing:
contact_dpfc@cpr.ca
Damage prevention and damage notifications:
dpcs_sop@cpr.ca
Foreign line inquiry: contact_dpfc@cpr.ca

CSX Transportation
Claims: 800-327-9715
Foreign line request: (in)
foreignlinerquest@csx.com<mailto:foreignrequest@csx.com>
All replies: (out)
fl_messages@csx.com<mailto:fl_messages@csx.com>
Reporting damage: 800-432-1032
exceptions@csx.com<mailto:exceptions@csx.com>

Kansas City Southern Railway
Foreign line inquiries, freight loss and damage notifications, claims, damage prevention, and general inquiries:
kcsrfreightclaims@kcsouthern.com
General inquiry/claims: 816-983-1825

Kansas City Southern de Mexico
Foreign Line inquiries, freight loss and damage notifications, claims, damage prevention, and general inquiries:
freightclaims@kcsouthern.com.mx
General inquiry/claims: 888-812-9512 ext. 7535 or 7425

Norfolk Southern Corporation
Freight Claims: 800-742-6315
Foreign line inquiry: frtclmflf@nscorp.com
Damage prevention and damage notifications:
damageprev@nscorp.com; 800-742-6313

Union Pacific
Foreign line inquiries: 800-521-3253
Automotive UPautoflr@up.com
Intermodal UPIntmdlFLR@up.com
Industrial/AG/Chem/Gov
UPIndAgGovFLR@up.com

End of Directory