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Member Carriers and Official DP & FC Representatives

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Contact Information for Freight Loss and Damage Claims ............................................. 27
# Member Carriers and Official DP&FC Representatives

## BNSF RAILWAY

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<th>Name</th>
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January 2017
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<td>Manager LEADS</td>
<td>830 Ironaton Dr.</td>
<td>256-649-3054</td>
<td>904-245-4626</td>
<td><a href="mailto:roger_b_laird@csx.com">roger_b_laird@csx.com</a></td>
<td>Damage Prevention</td>
</tr>
<tr>
<td>Sarah Laird</td>
<td>Freight Recovery Specialist</td>
<td>6735 Southpoint Dr S. J815</td>
<td>904-279-6362</td>
<td>904-516-6292</td>
<td><a href="mailto:sarah_laird@csx.com">sarah_laird@csx.com</a></td>
<td>Freight Claims</td>
</tr>
<tr>
<td>Mitchell McDonald</td>
<td>Manager LEADS</td>
<td>5200 Maryland Way, Suite 350</td>
<td>615-371-6319</td>
<td>904-245-3788</td>
<td><a href="mailto:mitchell_mcdonald@csx.com">mitchell_mcdonald@csx.com</a></td>
<td>Damage Prevention</td>
</tr>
<tr>
<td>Michael Milner</td>
<td>Manager Interline Settlements</td>
<td>6735 Southpoint Dr. S. J815</td>
<td>904-279-6364</td>
<td>904-245-4312</td>
<td><a href="mailto:michael_milner@csx.com">michael_milner@csx.com</a></td>
<td>Freight Claims</td>
</tr>
<tr>
<td>Ronnie Norman</td>
<td>Freight Claims Specialist</td>
<td>6735 Southpoint Dr. S. J815</td>
<td>904-279-6390</td>
<td>904-516-6294</td>
<td><a href="mailto:ronnie_norman@csx.com">ronnie_norman@csx.com</a></td>
<td>Freight Claims</td>
</tr>
<tr>
<td>Kyle Peters</td>
<td>Manager LEADS</td>
<td>200 Galleria Parkway, Suite 430</td>
<td>404-350-5457</td>
<td>904-516-6306</td>
<td><a href="mailto:kyle_peters@csx.com">kyle_peters@csx.com</a></td>
<td>Damage Prevention</td>
</tr>
<tr>
<td>Brad Piper</td>
<td>Manager LEADS</td>
<td>2351 Westbelt Dr.</td>
<td>614-850-1714</td>
<td>904-245-3137</td>
<td><a href="mailto:brad_piper@csx.com">brad_piper@csx.com</a></td>
<td>Damage Prevention</td>
</tr>
</tbody>
</table>
Member Carriers and Official DP&FC Representatives

Ian Ray
Manager LEADS
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Phone: 317-838-3143
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January 2017
Member Carriers and Official DP&FC Representatives

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IOWA INTERSTATE

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KANSAS CITY SOUTHERN de Mexico, S.A. de C.V.

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NORFOLK SOUTHERN CORPORATION

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Member Carriers and Official DP&FC Representatives

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FAX:  404-658-2038
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Katie Slider
Asst. Mgr Freight Claims
1200 Peachtree St, NE
Atlanta, GA 30309
Phone:  404-658-2041
Email:  katie.slider@nscorp.com
Responsibility:  Freight Claims
<table>
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<tr>
<th>Name</th>
<th>Title</th>
<th>Address</th>
<th>Phone</th>
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<th>Email</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>William Stingle</td>
<td>System Manager Auto Distribution</td>
<td>885 Isaac Shelby Dr</td>
<td>502-647-2004</td>
<td>404-589-6963</td>
<td><a href="mailto:william.stingle@nscorp.com">william.stingle@nscorp.com</a></td>
<td>Automotive Distribution</td>
</tr>
<tr>
<td>Darryl Strozier</td>
<td>Manager Prevention &amp; Field Service</td>
<td>8000 Ravines Edge Ct #100</td>
<td>404-822-0908</td>
<td>614-492-4807</td>
<td><a href="mailto:darryl.strozier@nscorp.com">darryl.strozier@nscorp.com</a></td>
<td>Damage Prevention</td>
</tr>
<tr>
<td>Gabrielle With</td>
<td>Manager Freight Claim Settlement</td>
<td>1200 Peachtree St. NE</td>
<td>404-658-2037</td>
<td>404-589-6830</td>
<td><a href="mailto:gabrielle.with@nscorp.com">gabrielle.with@nscorp.com</a></td>
<td>Freight Claims</td>
</tr>
<tr>
<td>Marcus Yancey</td>
<td>Asst. Manager Automotive Distribution</td>
<td>12030 W. County Road 60</td>
<td>404-808-9486</td>
<td>None</td>
<td><a href="mailto:marcus.yancey@nscorp.com">marcus.yancey@nscorp.com</a></td>
<td>Automotive Distribution</td>
</tr>
</tbody>
</table>
Member Carriers and Official DP&FC Representatives

UNION PACIFIC RAILROAD

Mofoluso Adepitan
Automotive (Toyota, Chrysler, Imports)
1400 Douglas St., Stop 1330
Omaha, NE 68179
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FAX: 402-997-3287
Email: foluadepitan@up.com
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Patrick Bock
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FAX: 402-544-3961
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Johnnie Boyd
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Mira Loma, CA 91752
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FAX: 402-997-4936
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Penelope Edoh
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Stephania Fuqua
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Phone: 903-731-7793
FAX: 903-731-7708
Email: stephaniehstretch@up.com
Responsibility: Freight Claims

21
January 2017
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<th>Name</th>
<th>Title</th>
<th>Address</th>
<th>Phone</th>
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<th>Responsibility</th>
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<tbody>
<tr>
<td>Leslie Garth</td>
<td>Member Carriers and Official DP&amp;FC Representatives</td>
<td>Automotive (GM, Ford)</td>
<td>1400 Douglas St., Stop 1330</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Omaha, NE 68179</td>
<td>402-544-3631</td>
<td>402-997-4663</td>
<td><a href="mailto:lagarth@up.com">lagarth@up.com</a></td>
<td>Damage Prevention</td>
</tr>
<tr>
<td>Jacqueline Gilreath</td>
<td>Claims Adjuster</td>
<td>111 S. Magnolia St.</td>
<td>903-731-7781</td>
<td>903-731-7708</td>
<td><a href="mailto:jfgilreath@up.com">jfgilreath@up.com</a></td>
<td>Freight Claims</td>
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<tr>
<td>Nora Harvey</td>
<td>Claims Adjuster</td>
<td>111 S. Magnolia St.</td>
<td>903-731-7739</td>
<td>903-731-7708</td>
<td><a href="mailto:naharvey@up.com">naharvey@up.com</a></td>
<td>Freight Claims</td>
</tr>
<tr>
<td>Chris Holloway</td>
<td>Damage Prevention Field Manager</td>
<td>301 W Lake Street</td>
<td>708-649-5338</td>
<td>402-997-3832</td>
<td><a href="mailto:chollow@up.com">chollow@up.com</a></td>
<td>Damage Prevention</td>
</tr>
<tr>
<td>Sheena Holmes</td>
<td>Claims Representative</td>
<td>111 S. Magnolia St.</td>
<td>903-731-7887</td>
<td>903-731-7708</td>
<td><a href="mailto:spholmes@up.com">spholmes@up.com</a></td>
<td>Freight Claims</td>
</tr>
<tr>
<td>Annie Howard</td>
<td>Claims Adjuster</td>
<td>111 S. Magnolia St.</td>
<td>903-731-7783</td>
<td>903-731-7708</td>
<td><a href="mailto:vhoward@up.com">vhoward@up.com</a></td>
<td>Freight Claims</td>
</tr>
<tr>
<td>James Hudson</td>
<td>Manager Claims Resolution</td>
<td>111 S. Magnolia St.</td>
<td>903-731-7740</td>
<td>402-233-2141</td>
<td><a href="mailto:jimhudson@up.com">jimhudson@up.com</a></td>
<td>Damage Prevention/Freight Claims</td>
</tr>
<tr>
<td>Eric Humphrey</td>
<td>AVP Shipment Quality</td>
<td>1400 Douglas St., Stop 1330</td>
<td>402-544-4959</td>
<td>402-233-2506</td>
<td><a href="mailto:ejhumphr@up.com">ejhumphr@up.com</a></td>
<td>Freight Claims</td>
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<td>Member Carriers and Official DP&amp;FC Representatives</td>
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<tr>
<td><strong>Andrew Johnson</strong></td>
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<td>Damage Prevention Field Manager</td>
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<tr>
<td>20909 W Hardy Road</td>
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<td>Houston, TX 77073</td>
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<td>Phone: 503-249-2741</td>
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<td>FAX: 402-233-2154</td>
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<td>Email: <a href="mailto:ajjohns2@up.com">ajjohns2@up.com</a></td>
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<td><strong>Bobby Lawrence</strong></td>
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<td>Claims Representative</td>
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<td>Phone: 903-731-7785</td>
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<td><strong>Alice Jordan</strong></td>
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<td>Claims Trainee</td>
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<tr>
<td>Email: <a href="mailto:ajordan@up.com">ajordan@up.com</a></td>
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<td><strong>Brent Lichty</strong></td>
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<td><strong>Keith Kearns</strong></td>
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<td>650 Davis Road</td>
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<tr>
<td>Email: <a href="mailto:kekearns@up.com">kekearns@up.com</a></td>
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<td><strong>Carol Lingo</strong></td>
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<td><strong>Lloyd Pinnick</strong></td>
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</table>
Member Carriers and Official DP&FC Representatives

Jeff Pooepe
Agriculture/Intermodal
1400 Douglas St., Stop 1330
Omaha, NE 68179
Phone: 402-544-3592
FAX: 402-997-4938
Email: jmpoeppe@up.com
Responsibility: Damage Prevention

Wayne Ronci
Sr. Director Shipment Quality Field Services
1400 Douglas St., Stop 1330
Omaha, NE 68479
Phone: 402-544-4622
FAX: 402-233-2920
Email: wronci@up.com
Responsibility: Damage Prevention/Freight Claims

Mark Pyron
Manager Claims Resolution
111 S. Magnolia St.
Palestine, TX 75801
Phone: 903-731-7885
FAX: 402-501-2653
Email: mpyron@up.com
Responsibility: Damage Prevention/Freight Claims

Paul Sedillo
Damage Prevention Field Manager
1400 West 52nd Ave.
Denver, CO 80221
Phone: 303-964-4048
FAX: 303-405-5006
Email: pasedill@up.com
Responsibility: Damage Prevention

Bobby Rainbolt
Claims Adjuster
111 S. Magnolia St.
Palestine, TX 75801
Phone: 903-731-7838
FAX: 903-731-7708
Email: bobbyrainbolt@up.com
Responsibility: Freight Claims

Richard Stewart
Claims Representative
111 S. Magnolia St.
Palestine, TX 75801
Phone: 903-731-7898
FAX: 903-731-7708
Email: rgstewar@up.com
Responsibility: Freight Claims

John Ramirez
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Palestine, TX 75801
Phone: 903-731-7735
FAX: 903-731-7708
Email: jlramire@up.com
Responsibility: Freight Claims

Mario Tiscareno
Damage Prevention Field Manager
1711 Quintana Rd.
San Antonio, TX 78211
Phone: 210-200-3543
FAX: None
Email: matiscar@up.com
Responsibility: Freight Claims
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<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Address</th>
<th>Phone</th>
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<tr>
<td><strong>Yolanda Urbina</strong></td>
<td>Claims Representative</td>
<td>111 S. Magnolia St.</td>
<td>903-731-7886</td>
<td>903-731-7708</td>
<td><a href="mailto:yurbina@up.com">yurbina@up.com</a></td>
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<tr>
<td><strong>Damian Vaesa</strong></td>
<td>Manager Claims Resolution</td>
<td>111 S. Magnolia St.</td>
<td>903-731-7784</td>
<td>402-997-4046</td>
<td><a href="mailto:dmvaesa@up.com">dmvaesa@up.com</a></td>
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<tr>
<td><strong>William William</strong></td>
<td>Claims Trainee</td>
<td>111 S. Magnolia St.</td>
<td>903-731-7899</td>
<td>903-731-7708</td>
<td><a href="mailto:wdsillia@up.com">wdsillia@up.com</a></td>
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<tr>
<td><strong>Aisha Wright</strong></td>
<td>Claims Representative</td>
<td>111 S. Magnolia St.</td>
<td>903-731-7897</td>
<td>903-731-7708</td>
<td><a href="mailto:awright@up.com">awright@up.com</a></td>
<td>Freight Claims</td>
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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)
foreignlinerequest@csx.com<mailto:foreignlinerequest@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: frtclmfl@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