



ASSIGNMENT CANCELLATION — YOUR RIGHTS AS A CLAIMANT

# What If You Change Your Mind?

You can always cancel your assignment. Here is exactly when, how, what it costs, and what happens to your claim when you do.

## THE SHORT ANSWER

### You Are Never Locked In.

When you assign your claim to Claim Logistics, you receive payment upfront, exit the dispute entirely, and take on zero financial risk. But we understand that circumstances change. Trust takes time. Patience runs short. Life moves in different directions. **Our cancellation policy is built around one simple principle: fairness in both directions.**

You may cancel your assignment at any time. The terms depend on one factor: whether Claim Logistics has already obtained a settlement offer from the insurer on your behalf. Everything else — your reasons, your timeline, your level of confidence in the process — is entirely your business. We do not require you to explain yourself.

#### WHY WE BUILT IT THIS WAY

A claimant who wants out is not a productive partner in the process. Holding someone to a contract they resent serves no one. Our cancellation right exists as real leverage — not fine print, not a trap. If the process is going well, you will not want to use it. If you do want to use it, we want to make that exit fair and clean.

**The one boundary we protect: if we did the work and produced a result, we get paid for that work.** Nothing more.

## THE TWO SCENARIOS

# Which Situation Applies to You?

Every cancellation falls into one of two categories. The difference is whether Claim Logistics has already obtained a formal settlement offer from the insurer. That single fact determines how the exit is structured.

### SCENARIO A · CLEAN EXIT

#### No Offer on the Table Yet

Claim Logistics has not yet obtained any settlement offer from the insurer. You can cancel at any time, for any reason, by simply reimbursing our documented out-of-pocket costs and returning the nominal upfront payment we made to you at signing.

No penalties. No markups. No questions asked. You pay only what we actually spent, supported by real invoices. The assignment is reversed and the claim is fully yours again.

### SCENARIO B · OFFER ON THE TABLE

#### We've Obtained a Settlement Offer

Claim Logistics has formally obtained a settlement offer from the insurer on your behalf. We invoked the appraisal clause, retained an appraiser at our expense, and produced a number that did not exist before we went to work.

You may still cancel — but in this scenario, you compensate Claim Logistics for our earned share of the offer we obtained. The same percentage that would have applied if we had completed the settlement together.

## SCENARIO A — CLEAN EXIT

# Cancelling Before Any Offer Is Obtained

If you want to cancel before Claim Logistics has obtained any settlement offer, the exit is as simple as it gets. You reimburse us for what we actually spent — nothing more — and return the nominal upfront payment made to you at signing. We provide a written itemization of every documented cost. You review it, confirm it, and pay it. Done.

What You Reimburse	Details	Amount
<b>Upfront token payment</b>	The nominal amount Claim Logistics paid you at signing. Returned in full.	<b>Under \$100</b>

<b>Appraisal fee</b>	Only if an appraiser was already retained and invoiced before cancellation was requested. Invoice provided.	<b>\$175 to \$300</b>
<b>Administrative costs</b>	Notarization, certified mailings, filing fees incurred on your claim. Actual cost, invoice required for each item.	<b>Under \$50</b>
<b>Penalties or markups</b>	✓ None. Ever. You pay only what we actually spent.	<b>\$0</b>

**WHAT HAPPENS AFTER**

Upon receipt of your reimbursement, Claim Logistics executes a written Assignment Reversal within three business days. The claim is fully restored to you. You may pursue it, settle it, or abandon it — entirely your decision, no involvement from us.

**SCENARIO B — OFFER ON THE TABLE**

# Cancelling After We've Produced a Settlement Offer

Once Claim Logistics has formally obtained a settlement offer from the insurer, the calculation changes — because at that point, we have already delivered real value. We invoked the appraisal clause, retained and paid an appraiser, and produced a number that did not exist before. **That work has a price, and the price is our agreed share of the offer we obtained.**

You may still cancel. The process is straightforward:

**1**

**AMBER · OFFER ON TABLE**

**You decide you want to cancel**

Regardless of the reason — distrust, impatience, a change in circumstances, or simply a different view of the settlement — you notify us of your intent to cancel.

**2**

**US · CALCULATION**

**We calculate the cancellation amount**

We provide you with a written statement showing the settlement offer on the table, the agreed recovery share percentage from your assignment agreement, and the resulting cancellation payment. Example: if the offer is \$5,000 and our agreed share is 50%, the cancellation payment is \$2,500.

### 3

#### PAYMENT

### You pay our earned share

The cancellation payment covers Claim Logistics' share of the offer we produced — not the offer itself, not any future recovery you may obtain. You are paying for the work we performed, nothing more.

### 4

#### YOU · CLAIM RESTORED

### The claim — and all future recovery — is 100% yours

Once you pay our earned share, the assignment is reversed and the claim is fully restored to you. If you choose to accept the offer we obtained, pursue a higher number, or take any other path, that outcome is entirely yours. We have no claim on any future recovery you achieve. Not a dollar.

#### A CONCRETE EXAMPLE

Claim Logistics obtains a \$5,000 settlement offer from the insurer. Your assignment agreement specifies a 50/50 split of any recovery above the original insurer position. You decide you want to cancel and handle the settlement yourself. The cancellation payment to Claim Logistics is \$2,500 — our 50% share of the offer we produced.

**You take back the claim. You settle for \$5,000, \$6,000, or whatever you negotiate. That outcome is yours entirely. Claim Logistics receives no further payment of any kind.**

#### COMMON QUESTIONS

## Things People Ask About Cancellation

### Do I need a reason to cancel?

No. The cancellation right exists for your protection and we honor it without requiring explanation. Distrust, impatience, a changed situation, a different decision — any of these is enough. The only thing that changes the financial terms is whether we have already obtained an offer on your behalf.

### What counts as an "offer on the table" for Scenario B?

A formal settlement offer from the insurer obtained by Claim Logistics through the appraisal process or direct negotiation. Not an internal estimate, not the insurer's original pre-assignment offer, not a preliminary figure. A real number put forward by the insurer in response to our work. If you are unsure which scenario applies, ask us. We will tell you clearly and in writing.

### If I cancel under Scenario B, can the insurer take the offer back?

The offer obtained through the formal appraisal process carries legal standing. Once the appraisal clause has been invoked and an award produced, the insurer cannot simply withdraw it. If you cancel and take back the claim, you take it back with that number already on the table. You are in a stronger position than you were before you ever signed the assignment.

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### **What if I disagree with the cost itemization in Scenario A?**

Every item listed in your cancellation cost statement is supported by an actual invoice. You have the right to review each one. If any item is disputed, we will work through it with you. No amount is charged that is not documented. If there is a genuine error, it gets corrected.

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### **Can I cancel after the appraisal process has already concluded?**

Once the appraisal process concludes with a binding award, the claim moves to settlement. At that stage, the process is essentially complete. Contact us directly to discuss your situation — the specifics matter and we will give you an honest answer about what options remain.

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### **Will cancellation affect any future claim I might have?**

No. Cancellation simply returns the claim to you in whatever state it is in at that moment. Statute of limitations, applicable appraisal awards, and any other legal rights you hold are unaffected by the cancellation itself. You are restored to the same position you would have been in, only with more information and potentially with a formal offer already in hand.

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## **Questions Before You Sign?**

Ask us anything about the assignment, the cancellation terms, or your share of recovery before you commit. Free, no pressure, no obligation.

[claimlogistics.com](http://claimlogistics.com) · Free Claim Review · No Upfront Cost · Response Within 24 Hours

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This document is for informational purposes and does not constitute legal advice. Cancellation terms are governed by your signed Assignment Agreement.