



**DIRECTORY OF MEMBER CARRIERS AND
OFFICIAL DAMAGE PREVENTION AND
FREIGHT CLAIM REPRESENTATIVES**
**Contact Information for
Freight Loss and Damage Claims**

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Damage Prevention and Loading Services
55500 DOT Road
Pueblo, Colorado 81001**

TTCI
a subsidiary of the Association of American Railroads
Damage Prevention and Loading Services
55500 DOT Road
Pueblo, CO 81001

Send corrections or updates to: dpls@aar.com

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Member Carriers and Official DP&FC Representatives

BNSF RAILWAY

Al Aguiniga

Senior Manager, LARS
740 E. Carnegie Dr.
San Bernardino, CA 92408
Phone: 930-386-4510
FAX: 909-386-4510
Email: alfredo.aguiniga@bnsf.com
Responsibility: Loading Solutions

Kathy Calvin

Senior Analyst, Cargo Claims
920 SE Quincy St.
Topeka, KS 66612
Phone: 785-435-3257
FAX: 785-435-4120
Email: kathy.calvin@bnsf.com
Responsibility: Freight Claims

Sarah Ankrom

Manager, Cargo Claims
920 SE Quincy St.
Topeka, KS 66612
Phone: 785-435-3536
FAX: 785-435-4120
Email: sarah.ankrom@bnsf.com
Responsibility: Freight Claims

Jeff Carter

Director, LARS
3001 Lou Menk Drive
Ft. Worth, TX 76131
Phone: 817-352-2975
FAX: 817-352-7536
Email: jeffrey.carter@bnsf.com
Responsibility: Loading Solutions

Michael Bradley

Analyst, Cargo Claims
920 SE Quincy St.
Topeka, KS 66612
Phone: 785-435-3233
FAX: 785-435-4120
Email: michael.bradley@bnsf.com
Responsibility: Freight Claims

Russell Cole

Manager, LARS
720 South B Street
Stockton, CA 95205
Phone: 209-460-6184
FAX: 209-460-6151
Email: russell.colejr@bnsf.com
Responsibility: Loading Solutions

John Brainard

Manager, LARS
6540 S. Austin Rd.
Stockton, CA 95215
Phone: 209-460-6061
FAX: 209-460-6048
Email: john.brainard@bnsf.com
Responsibility: Loading Solutions

Millicent Converse

Senior Analyst, Cargo Claims
920 SE Quincy St.
Topeka, KS 66612
Phone: 785-435-3743
FAX: 785-435-4120
Email: millicent.converse@bnsf.com
Responsibility: Freight Claims

Member Carriers and Official DP&FC Representatives

Robert Coulter

Manager, LARS
27141 S. Industrail Park Dr.
Elwood, IL 60421
Phone: 815-424-2129
FAX: 815-424-2298
Email: robert.coulter@bnsf.com
Responsibility: Loading Solutions - Open Top

Khoa Do

Manager, LARS
3001 Lou Menk Dr.
Fort Worth, TX 67131
Phone: 817-352-2706
FAX: 817-352-7536
Email: khoa.do@bnsf.com
Responsibility: Loading Solutions

Jeffrey Davis

Manager, LARS
3611 W. 38th Street
Chicago, IL 60632
Phone: 773-579-5032
FAX: 773-579-5085
Email: jeffrey.davis2@bnsf.com
Responsibility: Loading Solutions

William Bryan Echols

Manager, LARS
214 Brisbane Street
Houston, TX 77061
Phone: 713-847-3493
Email: william.echols@bnsf.com
Responsibility: Loading Solutions

Kevin Delk

Senior Analyst, Cargo Claims
920 SE Quincy St.
Topeka, KS 66612
Phone: 785-435-3885
FAX: 785-435-4120
Email: kevin.delk@bnsf.com
Responsibility: Freight Claims

Rachel Elwell

Senior Analyst, Cargo Claims
920 SE Quincy St.
Topeka, KS 66612
Phone: 785-435-3261
FAX: 785-435-4120
Email: rachel.elwell@bnsf.com
Responsibility: Freight Claims

Michael Detrick

Manager, LARS
7600 Santa Fe Drive
Hodgkins, IL 60525
Phone: 708-482-5144
FAX: 708-482-5165
Email: michael.detrick@bnsf.com
Responsibility: Loading Solutions

Nicholas Esquivel

Manager, LARS
27141 S. Industrial Park Drive
Elwood, IL 60421
Phone: 815-434-2230
FAX: 7815-424-2298
Email: nicholas.esquivel@bnsf.com
Responsibility: Loading Solutions

Member Carriers and Official DP&FC Representatives

Joseph Giacoppi

Director, LARS
3001 Lou Menk Drive
Ft. Worth, TX 76131
Phone: 817-352-2721
FAX: 817-352-7536
Email: joseph.giacoppi@bnsf.com
Responsibility: Loading Solutions

Juan Lopez

Manager, LARS
3770 E. 26th Street
Los Angeles, CA 90058
Phone: 323-267-4060
FAX: 323-267-4111
Email: juan.lopez2@bnsf.com
Responsibility: Loading Solutions

Eric Hale

Manager, Cargo Claims
920 SE Quincy St.
Topeka, KS 66612
Phone: 785-435-3176
FAX: 785-435-4120
Email: eric.hale@bnsf.com
Responsibility: Freight Claims

Ann Mathewson

Director, Cargo Claims
920 SE Quincy St.
Topeka, KS 66612
Phone: 785-435-2517
FAX: 785-435-4120
Email: ann.mathewson@bnsf.com
Responsibility: Freight Claims

George Hogle

Senior Manager, LARS
27141 S. Industrial Park Drive
Elwood, IL 60421
Phone: 815-424-2273
FAX: 815-424-2298
Email: george.hogle@bnsf.com
Responsibility: Loading Solutions

Jeremiah McCroskey

Manager, LARS
5280 E. Shelby Drive
Memphis, TN 38118
Phone: 901-433-4632
FAX: 901-433-5287
Email: jeremiah.mccroskey@bnsf.com
Responsibility: Loading Solutions

Peter Killman

Manager, LARS
920 SE Quincy St.
Topeka, KS 66612
Phone: 785-435-3545
FAX: 785-435-3016
Email: peter.killman@bnsf.com
Responsibility: Loading Solutions

Eileen McRae

Senior Manager, LARS
585 W. 53rd Place
Denver, CO 80216
Phone: 303-480-7926
FAX: 303-480-7933
Email: eileen.mcrae@bnsf.com
Responsibility: Loading Solutions

Member Carriers and Official DP&FC Representatives

Carey Mooradian

Senior Manager, Cargo Claims
920 SE Quincy St.
Topeka, KS 66612
Phone: 785-435-3405
FAX: 785-435-4120
Email: carey.mooradian@bnsf.com
Responsibility: Freight Claims

Howard Rosas

General Director, LARS
3001 Lou Menk Drive
Fort Worth, TX 76131
Phone: 817-352-2703
FAX: 817-352-7536
Email: howard.rosas@bnsf.com
Responsibility: Loading Solutions

Daniel Munzer

Senior Analyst, Cargo Claims
920 SE Quincy St.
Topeka, KS 66612
Phone: 785-435-3265
FAX: 785-435-4120
Email: daniel.munzer@bnsf.com
Responsibility: Freight Claims

Luke Rothwell

Senior Manager, LARS
4515 Kansas Ave.
Kansas City, KS 66106
Phone: 913-551-4429
FAX: 913-551-4052
Email: luke.rothwell@bnsf.com
Responsibility: Loading Solutions

Tim Neal

Manager, LARS
4515 Kansas Ave.
Kansas City, KS 66106
Phone: 913-551-4509
FAX: 913-551-4534
Email: timothy.neal2@bnsf.com
Responsibility: Loading Solutions - Open Top

Robert Sloop

Investigator, Cargo Claims
920 SE Quincy St.
Topeka, KS 66612
Phone: 785-435-3260
FAX: 785-435-4120
Email: bob.sloop@bnsf.com
Responsibility: Freight Claims

Michelle Root

Senior Analyst, Cargo Claims
920 SE Quincy St.
Topeka, KS 66612
Phone: 785-435-3540
FAX: 785-435-4120
Email: michelle.root@bnsf.com
Responsibility: Freight Claims

Melissa Smith

Senior Analyst, Cargo Claims
920 SE Quincy St.
Topeka, KS 66612
Phone: 785-435-3532
FAX: 785-435-4120
Email: melissa.smith2@bnsf.com
Responsibility: Freight Claims

Member Carriers and Official DP&FC Representatives

Lori Solander

Senior Analyst, Cargo Claims
920 SE Quincy St.
Topeka, KS 66612
Phone: 785-435-3475
FAX: 785-435-4120
Email: lori.solander@bnsf.com
Responsibility: Freight Claims

Lonnie Walker

Senior Manager, LARS
920 SE Quincy St.
Topeka, KS 66612
Phone: 785-435-2496
FAX: 785-435-3016
Email: lonnie.walker@bnsf.com
Responsibility: Loading Solutions

Justin Taylor

Manager, LARS
1535 West 4th St.
San Bernardino, CA 92410
Phone: 930-386-4584
Email: justin.taylor@bnsf.com
Responsibility: Loading Solutions

Jason Yarger

Manager, LARS
12400 51st Pl. So.
Seattle, WA 98178
Phone: 206-658-1665
FAX: 206-658-1685
Email: jason.yarger@bnsf.com
Responsibility: Loading Solutions

Scott VanGosen

Senior Manager, LARS
4515 Kansas Ave.
Kansas City, KS 66106
Phone: 913-551-4614
FAX: 913-551-4052
Email: scott.vangosen@bnsf.com
Responsibility: Loading Solutions - Open Top

Elliott Zajac

Manager, LARS
4920 N. Railroad Avenue
Pasco, WA 99301
Phone: 360-418-6495
Email: elliot.zajac@bnsf.com
Responsibility: Loading Solutions

Member Carriers and Official DP&FC Representatives

CANADIAN PACIFIC RAILWAY

Sam Biancospino

Manager, Automotive Damage
Prevention & Claims
7251 Trafalgar Road
Hornby, ON CANADA L0P 1 E0
Phone: 905-803-5991
FAX: 877-685-3556
Email: sam_biancospino@cpr.ca
Responsibility: Damage Prevention/
Freight Claims

Mike Hodgson

Director, Damage Prevention & Claim Services
7251 Trafalgar Road
Hornby, ON CANADA L0P 1 E0
Phone: 905-803-3329
FAX: 877-685-3556
Email: mike_hodgson@cpr.ca
Responsibility: Damage Prevention/
Freight Claims

Linda Lawrence

Specialist, DPCS
17900 Kennedy Road
Pitt Meadows, BC CANADA V3Y 1Z1
Phone: 605-469-4304
Email: linda_lawrence@cpr.ca
Responsibility: Damage Prevention/
Freight Claims

Elaine Lepage

Specialist, DPCS
2025 McCowan Road - GYO Building
Scarborough, ON CANADA M1S 5K3
Phone: 416-297-3015
FAX: 877-685-3556
Email: elaine_lepage@cpr.ca
Responsibility: Damage Prevention/
Freight Claims

Simran Mangat

Specialist, DPCS
7251 Trafalgar Road
Hornby, ON CANADA L0P 1 E0
Phone: 905-803-3283
FAX: 877-685-3556
Email: simran_mangat@cpr.ca
Responsibility: Damage Prevention/
Freight Claims

Rajan Mistry

Specialist, DPCS
7251 Trafalgar Road
Hornby, ON CANADA L0P 1 E0
Phone: 905-803-3215
FAX: 877-685-3556
Email: rajan_mistry@cpr.ca
Responsibility: Damage Prevention/
Freight Claims

Paul Murray

Manager, Freight Claims & Damage Prevention
BLDG #7, 478 McPhillips St.
Winnipeg, MB CANADA RSX 2GB
Phone: 204-947-7698
Email: paul_murray@cpr.ca
Responsibility: Damage Prevention/
Freight Claims

Scott Richardson

Specialist, DPCS
7251 Trafalgar Road
Hornby, ON CANADA L0P 1 E0
Phone: 905-803-3209
FAX: 877-685-3555
Email: scott_richardson@cpr.ca
Responsibility: Damage Prevention/Freight
Claims

Member Carriers and Official DP&FC Representatives

Sandra Rovere

Specialist, DPCS
7251 Trafalgar Road
Hornby, ON CANADA L0P 1 E0
Phone: 905-803-3269
FAX: 877-685-3556
Email: sandra_rovere@cpr.ca
Responsibility: Damage Prevention/
Freight Claims

Grace Wright

Manager, Damage Prevention & Claim
Services 7251 Trafalgar Road
Hornby, ON CANADA L0P 1 E0
FAX: 877-685-3555
Email: grace_wright@cpr.ca
Responsibility: Damage Prevention/
Freight Claims

Chris Valentine

Specialist, DPCS
7251 Trafalgar Road
Hornby, ON CANADA L0P 1 E0
Phone: 226-791-2427
Email: chris_valentine@cpr.ca
Responsibility: Damage Prevention/
Freight Claims

CN RAIL

Alan Cann

System Manager, Freight Claims
935 de la Gauchetiere St. W.
Montreal, QC CANADA H3B 2M9
Phone: 514-399-4871
Email: alan.cann@cn.ca
Responsibility: Freight Claims

John Clark

Manager, Automotive Supply Chain
& Shipment Quality
2800 Livernois Rd
Troy, MI 48083
Phone: 248-225-9041
Email: john.clark10@cn.ca
Responsibility: Shipment Quality

Ben Cates

Officer, Shipment Quality
8050 Cavendish
Montreal, QC CANADA H4T 1T1
Phone: 780-907-6771
Email: ben.cates@cn.ca
Responsibility: Shipment Quality

Eric Herbeck

Sr. Manager, Automotive Supply
Chain & Shipment Quality
2800 Livernois Rd
Troy, MI 48083
Phone: 734-735-4174
Email: eric.herbeck@cn.ca
Responsibility: Shipment Quality

Member Carriers and Official DP&FC Representatives

Melanie Legault

Officer, Freight Claims
935 de la Gauchetiere St. W.
Montreal, QC CANADA H3B 2M9
Phone: 514-399-6526
Email: melanie.legault@cn.ca
Responsibility: Freight Claims - Automotive

Ken Thomson

Officer, Shipment Quality
1180 Main Road; Eastern Passage
Halifax, NS CANADA B3G 1M4
Phone: 902-717-3474
Email: kendell.thomson@cn.ca
Responsibility: Shipment Quality

Sanjay Reddy

Manager, Shipment Quality
11717 138th Street
Surrey, BC CANADA V3R 6T5
Phone: 604-589-6598
Email: sanjay.reddy@cn.ca
Responsibility: Shipment Quality

Juan Villa, Jr

Officer, Shipment Quality
17550 South Ashland Ave. Cubicle 24B
Homewood, IL 60430
Phone: 715-206-0498
Email: juan.villajr@cn.ca
Responsibility: Shipment Quality

Nadia Ringuette

Officer, Freight Claims
935 de la Gauchetiere St. W.
Montreal, QC CANADA H3B 2M9
Phone: 514-399-5956
Email: nadia.ringuette@cn.ca
Responsibility: Freight Claims - Merchandise

CSX TRANSPORTATION

Paul Bray

Manager Strategy Planning & Implementation
500 Water Street
HQ Bldg, 4th Floor
Jacksonville, FL 32202
Phone: 904-279-6384
FAX: 904-245-4562
Email: paul_bray@csx.com
Responsibility: Freight Claims

Kevin Conlon

Director, Load Engineering & Design Services
500 Water Street
HQ Bldg, 4th Floor
Jacksonville, FL 32202
Phone: 904-279-6350
FAX: 904-245-2673
Email: kevin_conlon@csx.com
Responsibility: Damage Prevention

Member Carriers and Official DP&FC Representatives

Stephanie Denton

Director, Freight Claims & Damage Prevention
500 Water Street
HQ Bldg, 4th Floor
Jacksonville, FL 32202
Phone: 904-279-6357
FAX: 904-245-4619
Email: stephanie_denton@csx.com
Responsibility: Damage Prevention/Freight Claims

Roger Laird

Mgr. LEADS Field Operations &
Freight Recovery
5656 Adamo Dr.
Tampa, FL 33619
Phone: 813-664-6312
FAX: 904-245-4626
Email: roger_b_laird@csx.com
Responsibility: Damage Prevention

Veronica Grant

Manager Freight Claims Compliance
500 Water Street
HQ Bldg, 4th Floor
Jacksonville, FL 32202
Phone: 904-279-6333
FAX: 904-306-5219
Email: veronica_grant@csx.com
Responsibility: Freight Claims

Sarah Laird

Freight Recovery Specialist
500 Water Street
HQ Bldg, 4th Floor
Jacksonville, FL 32202
Phone: 904-279-6362
FAX: 904-516-6292
Email: sarah_laird@csx.com
Responsibility: Freight Claims

Jonathan Hall

Mgr. LEADS Field Operations &
Damage Prevention
2000 West Cabot Blvd. West
Langhorne, PA19407
Phone: 215-891-5521
Email: jonathan_hall@csx.com
Responsibility: Damage Prevention

Mitchell McDonald

Mgr. LEADS Field Operations &
Damage Prevention
3130 Seaboard Dr.
Nashville, TN 37211
Phone: 615-371-6319
FAX: 904-245-3788
Email: mitchell_mcdonald@csx.com
Responsibility: Damage Prevention

Melissa Hodges

Freight Claims Specialist
500 Water Street
HQ Bldg, 4th Floor
Jacksonville, FL 32202
Phone: 904-359-3446
Email: melissa_hodges@csx.com
Responsibility: Freight Claims

Ronnie Norman

Freight Claims Specialist
500 Water Street
HQ Bldg, 4th Floor
Jacksonville, FL 32202
Phone: 904-279-6390
FAX: 904-516-6294
Email: ronnie_norman@csx.com
Responsibility: Freight Claims

Member Carriers and Official DP&FC Representatives

Ian Ray

Mgr. LEADS Field Operations &
Damage Prevention
500 Water St.
HQ Bldg, 4th Floor
Jacksonville, FL 32202
Phone: 904-783-7030
FAX: 904-245-4270
Email: ian_c_ray@csx.com
Responsibility: Damage Prevention

Walter Sullins III

Mgr. LEADS Field Operations &
Damage Prevention
112 S. Ramsey St.
Charlotte, NC 28208
Phone: 704-547-5526
FAX: 904-306-5450
Email: walter_sullins@csx.com
Responsibility: Damage Prevention

Rob Simpson

Mgr. LEADS Field Operations &
Damage Prevention
3131A Spring Grove Ave.
Cincinnati, OH 45225
Phone: 513-853-1143
FAX: 904-245-4639
Email: robert_simpson@csx.com
Responsibility: Damage Prevention

FLORIDA EAST COAST RAILWAY

Robert Ledoux

Senior Vice President
7150 Phillips Highway
Jacksonville, FL 32256
Phone: 904-279-3111
FAX: 904-256-0482
Email: Robert.Ledoux@fecrwy.com
Responsibility: Damage Prevention/Freight Claims

Member Carriers and Official DP&FC Representatives

ILLINOIS WESTERN RAILROAD & EFFINGHAM RAILROAD

Charles Barenfanger

President
129 North Kennedy Blvd., P.O. Box 190
Vandalia, IL 62471
Phone: 618-283-2268
Cell: 618-292-3071
FAX: 618-283-2234
Email: cbarenfa@illwestern.com
Responsibility: Damage Prevention/Freight Claims

Josh Storck

Vice President, Operations
129 North Kennedy Blvd., P.O. Box 190
Vandalia, IL 62471
Phone: 217-342-4818
Cell: 217-240-0812
FAX: 217-342-4844
Email: jstorck@efrr.com
Responsibility: Damage Prevention/Freight Claims

KANSAS CITY SOUTHERN RAILWAY COMPANY

Marlon Escamilla

Manager Prevention and Freight Claims;
Southwest Region
1610 Woodstead Ct., Suite 470
The Woodlands, TX 77380
Phone: 713-569-5885
FAX: 816-218-0145
Email: mescamilla@kcsouthern.com
Responsibility: Damage Prevention/
Freight Claims

Ben Mitchell

Sr. Manager Damage Prevention and Freight
Claims; U.S. and Southeast Region
901 South 3rd. Street
Leesville, LA 71446
Phone: 337-392-1682 x9210
FAX: 337-238-1576
Email: bmittell@kcsouthern.com
Responsibility: Damage Prevention/
Freight Claims

Matt Hendren

Manager Prevention and Freight Claims;
Midwest Region
427 West 12th Street
Kansas City, MO 64105
Phone: 816-983-1825
FAX: 816-218-0114
Email: mhendren@kcsouthern.com
Responsibility: Damage Prevention/
Freight Claims

Kelly Smith

AVP Damage Prevention & Freight Claims
427 W. 12th Street
Kansas City, MO 64105
Phone: 816-983-1821
Email: ksmith@kcsouthern.com
Responsibility: Damage Prevention/
Freight Claims

Member Carriers and Official DP&FC Representatives

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

Heriberto Saucedo Canales

Coordinator Prevention and Freight Claims
Manual L. Barragan Nte. #4850
64290 Monterrey, Nuevo Leon, MX
Phone: 888-812-9512 x7425
Email: hsaucedo@kcsouthern.com.mx
Responsibility: Damage Prevention/
Freight Claims

Wendy Vidales

Coordinator Prevention and Freight Claims
Manual L. Barragan Nte. #4850
64290 Monterrey, Nuevo Leon, MX
Phone: 888-812-9512 x7538
Email: wvidales@kcsms.com.mx
Responsibility: Damage Prevention/
Freight Claims

Edgardo Martinez

Sr. Manager Damage Prevention and Freight Claims
Manual L. Barragan Nte. #4850
64290 Monterrey, Nuevo Leon, MX
Phone: 888-812-9512 x7944
Email: emartinezr@kcsouthern.com.mx
Responsibility: Damage Prevention/
Freight Claims

LIVONIA, AVON & LAKEVILLE RAILROAD CORPORATION

Vince Milliken

Vice President Customer Service
5769 Sweeteners Blvd., PO Box 190-B
Lakeville, NY 14480
Phone: 585-346-2090
FAX: 585-346-6454
Email: vmilliken@lalrr.com
Responsibility: Damage Prevention/Freight Claims

NEW YORK & ATLANTIC RAILWAY

James Nunes

Manager - Operations Support
68-01 Otto Road
Glendale, NY 11385
Phone: 718-928-2304
FAX: 718-4973364
Email: jnunes@anacostia.com
Responsibility: Damage Prevention/Freight Claims

Member Carriers and Official DP&FC Representatives

NEW YORK, SUSQUEHANNA & WESTERN RAILWAY

Rick Graney

NYSW Freight Claims
1 Railroad Ave.
Cooperstown, NY 13326
Phone: 607-547-2555, ext. 290
FAX: 607-547-6249
Email: rgraney@nysw.com
Responsibility: Damage Prevention/Freight Claims

NORFOLK SOUTHERN CORPORATION

David Boone

Regional Manager Automotive Operations
1200 Peachtree St. NE
Atlanta, GA 30309
Phone: 816-414-5113
Email: david.boone@nscorp.com
Responsibility: Automotive Field Ops

William John

Manager Freight Claims Settlement
1200 Peachtree St, NE, Box 156
Atlanta, GA 30309
Phone: 404-658-2503
FAX: 404-658-2038
Email: william.john@nscorp.com
Responsibility: Freight Claims

Levar Graham

Regional Manager Automotive Operations
1200 Peachtree St, NE
Atlanta, GA 30309
Phone: 260-215-1326
Email: levar.graham@nscorp.com
Responsibility: Automotive Field Ops

Jessica Palm

Regional Manager Automotive Operations
1200 Peachtree St. NE
Atlanta, GA 30309
Phone: 404-915-0081
FAX: 313-323-5509
Email: jessica.palm@nscorp.com
Responsibility: Automotive Field Ops

Gregory Honore

Regional Manager Automotive Operations
1200 Peachtree St. NE
Atlanta, GA 30309
Phone: 404-658-2048
Email: gregory.honore@nscorp.com
Responsibility: Automotive Field Ops

Lindy Pope

Commodity Manager Open Top Loading
1200 Peachtree St. NE
Atlanta, GA 30309
Phone: 404-227-0159
FAX: 404-589-6990
Email: lindy.pope@nscorp.com
Responsibility: Loading & Securement Solutions

Member Carriers and Official DP&FC Representatives

Mike Sandoval

Commodity Manager Closed Car & Intermodal
1200 Peachtree St, NE
Atlanta, GA 30309
Phone: 404-416-0808
FAX: 404-668-1401
Email: michael.sandoval@nscorp.com
Responsibility: Loading & Securement Solutions

Gabrielle With

Group Manager Exception Management
1200 Peachtree St. NE, Box 156
Atlanta, GA 30309
Phone: 404-658-2512
Email: gabrielle.with@nscorp.com
Responsibility: Loading & Securement
Solutions/Freight Claims

Darryl Strozier

Manager Loading & Securement Solutions
1200 Peachtree St, NE
Atlanta, GA 30309
Phone: 404-822-0908
FAX: 614-492-4807
Email: darryl.strozier@nscorp.com
Responsibility: Loading & Securement Solutions

Chris York

Manager Loading & Securement Solutions
1200 Peachtree St. NE
Atlanta, GA 30309
Phone: 404-416-0343
FAX: 404-589-6803
Email: christopher.york@nscorp.com
Responsibility: Loading & Securement Solutions

Michael Thidemann

Group Manager Automotive Customer Service
1200 Peachtree St, NE
Atlanta, GA 30309
Phone: 470-510-9967
FAX: 470-602-6209
Email: michael.thidemann@nscorp.com
Responsibility: Damage Prevention

UNION PACIFIC RAILROAD

LaTisha Adams

Mgr II Ship Quality Claims - Manifest
1400 Douglas St., Stop 1330
Omaha, NE 68179
Phone: 402-544-6309
Email: lcadams@up.com
Responsibility: Freight Claims

Jim Billner

Director Claims & Prevention
2765 South 850 West
Salt Lake City, UT 84119
Phone: 903-731-7791
Email: jimbillner@up.com
Responsibility: Freight Claims & Damage
Prevention

Member Carriers and Official DP&FC Representatives

Patrick Bock

Mgr I Ship Quality Field Ops
2765 South 850 West
Salt Lake City, UT 84119
Phone: 303-981-5783
Email: pnbock@up.com
Responsibility: Damage Prevention

Chris Holloway

Sr. Consultant Ship Quality Field Ops
1400 Downs Drive
West Chicago, IL 60185
Phone: 630-562-7167
FAX: 402-997-3832
Email: cholloway@up.com
Responsibility: Damage Prevention

Steven Ehrlich

Sr. Specialist Derailment Mitigation
1400 Douglas St., Stop 1330
Omaha, NE 68179
Phone: 402-544-5594
Email: sdehrlic@up.com
Responsibility: Derailment Mitigation

Sheena Holmes

Claims Representative
111 S. Magnolia St.
Palestine, TX 75801
Phone: 903-731-7887
Email: spholmes@up.com
Responsibility: Freight Claims

Austin "Jed" Fenske

Sr. Consultant Ship Quality Field Ops
1400 Douglas St., Stop 1330
Omaha, NE 68179
Phone: 308-215-8070
Email: ajfenske@up.com
Responsibility: Damage Prevention

Alice Jordan

Claims Adjuster
111 S. Magnolia St.
Palestine, TX 75801
Phone: 903-731-7713
Email: aljordan@up.com
Responsibility: Freight Claims

Ben Hamilton

Director Shipment Quality
1400 Douglas St., Stop 1330
Omaha, NE 68179
Phone: 402-544-4622
Email: brhamilt@up.com
Responsibility: Damage Prevention

Nicholas Kelly

Mgr I Ship Quality Field Ops
1000 4th St.
North Little Rock, AR 72114
Phone: 501-515-8932
Email: nekelly@up.com
Responsibility: Damage Prevention

Member Carriers and Official DP&FC Representatives

Keith Lee

General Director Shipment Quality
1400 Douglas St., Stop 1330
Omaha, NE 68179
Phone: 402-544-3490
Email: kalee@up.com
Responsibility: Damage
Prevention/ Freight Claims

Cathy Penick

Claims Adjuster
111 S. Magnolia St.
Palestine, TX 75801
Phone: 903-731-7898
Email: capenick@up.com
Responsibility: Freight Claims

Brent Lichty

Mgr I Ship Quality Engineer Industrial
1400 Douglas St., Stop 1330 Omaha,
NE 68179
Phone: 402-544-6531
Email: balichty@up.com
Responsibility: Damage Prevention

Cherramiee Peterson

Mgr II Ship Quality Claims & Prevention -
Automotive
111 S. Magnolia St.
Palestine, TX 75801
Phone: 903-731-7740
Email: capeter2@up.com
Responsibility: Damage Prevention/Freight
Claims

Milton Moore

Claims Representative
111 S. Magnolia St.
Palestine, TX 75801
Phone: 903-731-7897
Email: mmoore@up.com
Responsibility: Freight Claims

Lloyd Pinnick

Claims Adjuster
111 S. Magnolia St.
Palestine, TX 75801
Phone: 903-731-7888
Email: lbpinnic@up.com
Responsibility: Freight Claims

Matthew Morgan

Sr. Consultant Business Analysis
1400 Douglas St., Stop 1330
Omaha, NE 68179
Phone: 402-544-3961
Email: mtmorgan@up.com
Responsibility: Technology &
Reporting

Jeff Poeppe

Mgr I Ship Quality Engineer Ag/Intermodal
1400 Douglas St., Stop 1330
Omaha, NE 68179
Phone: 402-544-3592
Email: jmpoeppe@up.com
Responsibility: Damage Prevention

Member Carriers and Official DP&FC Representatives

Vicky Samaniego

Sr. Consultant Ship Quality Field Ops
4500 Etiwanda Avenue S.
Mira Loma, CA 91752
Phone: 909-219-3321
Email: esamaniego@up.com
Responsibility: Damage Prevention

Mario Tiscareno

Sr. Consultant Ship Quality Field Ops
1711 Quintana Rd.
San Antonio, TX 78211
Phone: 210-240-7806
Email: maticar@up.com
Responsibility: Damage Prevention

Crystalynn Sustaita

Claims Adjuster
111 S. Magnolia St.
Palestine, TX 75801
Phone: 903-731-7885
Email: csustaita@up.com
Responsibility: Freight Claims

Dennis Williams

Claims Representative
111 S. Magnolia St.
Palestine, TX 75801
Phone: 903-731-7899
Email: wdwillia@up.com
Responsibility: Freight Claims

WATCO COMPANIES

Maurice Davis

Senior Manager Railcar Revenue
315 W 3rd ST
Pittsburg, KS 66762
Phone: 620-404-6624
Email: mdavis@watco.com
Responsibility: Damage Prevention/
Freight Claims

Tabitha Hansen

Corporate Railcar DDCT, DP&FC Spec.
325 Mill Road
Lewiston, ID 83501
Phone: 208-816-8629
FAX: 620-240-5769
Email: thansen@watco.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 (automotive): **CNAUTOFLR@CN.CA**
- Foreign line request (merchandise): **FRTCLMFLR@cn.ca**
- Load Plans/Shipment Quality: **loadplan@cn.ca**

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**
- All replies: (out) **fl_messages@csx.com**
- Reporting damage: **800-432-1032**; **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: **frtcmlfl@nscorp.com**
- Damage prevention and damage notifications: **800-742-6313**; **damageprev@nscorp.com**

Union Pacific

- Foreign line inquiries: **800-521-3253**
Automotive: **UPautoflr@up.com**
Intermodal: **UPIntmdIFLR@up.com**
Industrial/AG/Perishable: **UPIndAgGovFLR@up.com**

End of Directory