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A program of the Intermodal Association of North America

February 26, 2021

TO: UIIA Participants  
FROM: Debbie Sasko, AVP Information Services  
RE: UIIA Issue E-mail Address

Based on numerous recent inquiries, we would like to remind participants of the UIIA Issues e-mail address where Motor Carriers and Equipment Providers may report ongoing business issues related to current UIIA provisions and/or any processes associated with the Agreement. These items could lead to future agenda topics that the IIEC membership will review and discuss at their meetings. **The new UIIA Issues e-mail address is [uiiaissues@uiia.org](mailto:uiiaissues@uiia.org).**

Please note that insurance related information or commercial issues related to charges or billing disputes should not be sent to the new UIIA issues e-mail address. This mailbox is only checked once a day, so it is important that all insurance updates or general UIIA questions continue to be sent to our general e-mail address at [uiia@intermodal.org](mailto:uiia@intermodal.org) in order for these types of inquiries to be handled as soon as possible. Information on the binding arbitration process as it relates to the billing disputes can be found on the Information Services website at [www.uiia.org](http://www.uiia.org).

Please contact me at (301) 982-3400 ext. 352 if you have any questions regarding the above information. Thank you.