

Cargo Claims Reporting Procedures

1. *Upon receipt of the shipment*, survey of the packages. If a shipment appears damaged or short-weighted at the time of taking delivery, the consignee or their agent should request an immediate survey by the carrier, and in receipt for the goods, they should note the exact condition of the shipment as received. In the event that the carrier will not make delivery unless a clean receipt is given, immediate written notice should be filed, describing the condition of the shipment as received and holding the carrier liable for any loss or damage that a subsequent survey may disclose. A notation should be entered on the delivery receipt regarding any identified irregularities.
2. *Prompt notice of loss* must be given to the nearest representative of the insurance company. Abroad, your underwriters are represented by claim or settling agents or, in some areas, by their own offices.
3. *Survey of damages*. The claim agents or other representatives should be asked to arrange a survey and then issue a certificate stating both the cause and extent of loss or damage. The carrier's representative should be requested to attend the survey. Both the container and contents should be preserved in the condition in which they were received until the survey has been completed, unless further damage would result by doing so. The survey fee is customarily paid by the consignee, but it is properly included in a valid claim under the insurance. Note: Unless further damage would result, containers and contents should be maintained in the condition received until a survey is completed.
4. *File a claim notice with the carrier* (ocean/air or inland) in writing in every instance, preferably before or at the time of taking delivery of the goods. In the case of concealed damage, the claim should be made as soon as the damage is discovered. The form of claim is not important. It should identify the shipment by both vessel and bill of lading, and state that the carrier will be held responsible for damage thereto. A copy of this letter is necessary to support a claim on underwriters who have a right to be subrogated to the assured's claim against the carrier.
5. *Submit any reply you receive* from the carrier, along with the other documents, to the attending surveyors.
6. *Assemble and submit the required documentation*. This includes non-negotiable copy Bill of Lading (inland/ocean/air); Original Bill of Lading (inland/ocean/air); Original Certificate of Insurance; written documentation of claim against carrier; Commercial Invoice; Packing List(s); Delivery Receipt, dock receipts, tally sheets; Survey/Inspection Reports.

- **Reducing the Impact of Losses**

One of the keys to the success of any organization is the ability to reduce the financial impact of losses. Whether it's seeking reimbursement from a negligent third party or managing salvage returns on damaged property or goods, our office ensures that your claim is being expedited while recovery efforts are being made.

It goes without saying, that no one likes to think about the possibility of an accident. However, when a loss does occur, our specialists are ready to respond to your concerns and work to resolve your claim in a fair and timely manner. Our experts are trained in all aspects of the marine business, and use the latest innovations to expedite claim and recovery services.