

Cargo Claim Procedure

1. Claim notification

- Notify Cargo Underwriters or their local agents (namely survey, average or settling agents)
- Notify Carrier, Bailee or other liable parties.

2. Cargo segregation

It is the responsibility of the Assured to separate the damaged packages from the sound.

3. Retain evidence

- Keeping all packing materials;
- Retain damaged container;
- Take photographs;
- Make remarks on receipt;
- Photocopy receipt.

4. Cargo survey

- Cargo Underwriters or their agent appoint surveyor or
- Consignee or cargo receiver appointed surveyor.
- Invite Carrier to carry out joint survey.

5. Minimize the loss

- Cargo sorting
- Functional tests / quality check
- Alternative sale
- Repair and reconditioning
- Other remedial method

6. Submit cargo claim

- Against Carrier and liable parties;
- Against Cargo Underwriter;
- Submit documentation of claim

Documentation of Claim

- Original Policy or Certificate of Insurance, Cover Note
- Original or certified copy of Commercial Invoices, together with shipping specifications and/or weight notes

Documentation of Claim

- Original or certified copy of Bill of Lading and/or other contract of carriage. (Master and/or House Air Waybill, Railway Bill, Cargo Receipt, etc.)
- Survey Report or other documentary evidence to show the extent of the loss or damage

Documentation of Claim

- Landing Account and Weight Notes at port of discharge and final destination.
- Correspondence exchanged with the Carriers and other parties regarding their liability for the loss or damage.
- Other documents.





