

Marine Cargo Claim Procedure

In the event of loss/damage or when goods is received in a doubtful condition, please **act on the following immediately:**

1. **Inform** the carriers, forwarders, bailees and other third parties concerned of the loss/damage sustained by your consignment and invite them to attend joint survey with our Surveyor.
2. **Mark exception** on the “Delivery Receipt” at the time of taking delivery from the carriers, forwarders, bailees and other third parties concerned.
3. **Contact** us and/or our Survey Agents (as mentioned in the policy) to arrange for a joint survey with the carriers, forwarders, bailees or other third parties concerned.
4. **File a written claim against** the carriers, forwarders, bailees or other third parties concerned within the time limit as stipulated in the Contract of Carriage.
5. **Submit** us or our Claims Settling Agents (as mentioned in the policy) with the following documentation for your cargo claim filing purpose:
 - a. Original Policy / Certificate of Insurance.
 - b. Copy of Supplier’s Invoice.
 - c. Copy of Packing List.
 - d. Original copy of Bill of Lading/Airway Bill.
 - e. Original claused “Delivery Receipt”.
 - f. Original claused “Container Release Form” (if applicable)
 - g. Original “Damaged Cargo List” or “Shortlanded Memo” issued by the carriers, forwarders, bailees or other third parties concerned.
 - h. Copy of correspondences filed against the carriers, forwarders, bailees or other third parties concerned as well as their reply thereto (if any).
 - i. Original Survey Report.
 - j. Claim Note.

Important Notice:

It is the duty of the Assured and their Agents, in all cases, to take such measures as may be reasonable for the purpose of averting or minimising a loss and to ensure that all rights against carriers, forwarders, bailees or other third parties concerned are properly preserved and exercised.