

## **Cargo Claims Guide (International Transportation)**

### **When the cargo arrived in a doubtful/ damaged condition**

- You should always inspect cargo for loss or damage on arrival. Failure to do so may involve you in extra effort at a later time to show that the loss/damage was caused during the insured transit.
- DO NOT give a clean receipt to the delivering carrier/forwarder unless you can immediately inspect the cargo and you have found it undamaged. When there is any doubt, you should mark any documentation with "Received in Apparent Good Order and Condition".
- Once you are aware of a potential loss/claim, please take photos immediately. Mark on the delivery receipt and require cargo exception report from the carrier or loss proof from third party institutions.
- Please immediately notify the carrier/forwarder and/or the responsible parties involved in writing of the damaged or missing cargo and properly reserve compensation right against carrier. (For sea freight and overland transit, the notice of claim should be lodged within 3 working days of delivery. For air freight - the notice of claim must be lodged within 7 days of delivery)
- In case of theft, pilferage, fire, robbery, malicious damage or traffic accident, please refer to the local authority and obtain the relevant Police or Traffic Accident Report.
- Take such reasonable action to prevent further loss.
- You should notify us immediately upon knowledge of the loss, followed by completing the Cargo Loss Notice together with the supporting documents. For loss occurs out of mainland China, please inform the survey agent stated in the policy.

### **Report/Lodge a claim**

You should notify Liberty Insurance Limited Company or its survey agents listed in your insurance certificate by telephone or fax or email upon knowledge of the loss/claim, followed by completing the Cargo Claim Form together with the supporting documents.

Liberty Insurance Company Limited Customer Service: 400 888 2008

Claims expert: Mr. Daly Chen

Tel: (86 23) 8903 8737ext3391 Fax: (86 23) 89067976

Email: [daly.chen@libertymutual.com.cn](mailto:daly.chen@libertymutual.com.cn)

### **The supporting documents required are:**

- Original Policy of Insurance/Certificate/Shipment Declaration Form
- Original Bill of Lading/Air Waybill/Consignment Note/Transportation Agreement
- Copy of Commercial Invoice/Packing List/Weight Note
- Sales Contract/Purchase Order
- Exception List/Delivery Receipt noting the exception
- Claim letter to the carrier/forwarder with their written reply
- Statement of Claim with detailed calculation
- Original Survey Report with photographs of damaged goods

No survey is required if:

- the loss/damage is less than US\$1,000 after policy deductible.
- there is non-delivery or goods missing