



CUSTOMER CARGO CLAIM PROCESS

WHAT TO DO WHEN TAKING DELIVERY OF CARGO:

Cautiously open the right-side door. Cargo that is not secured properly may fall out, causing damage or injury.

WHAT TO DO IF CARGO DAMAGE IS DISCOVERED:

- 1) Contact CMA CGM as soon as you discover damage to your cargo. Not doing so can jeopardize your right to compensation. Please refer to clause 7 of the CMA CGM Bill of Lading contract. Make sure you give notice of damages or loss in writing in due time, even if you have contacted CMA CGM by telephone. Contact your CMA CGM agent or the cargo claims team directly at isb.claims@cma-cgm.com
- 2) Off load all cargo
- 3) Take photos of the alleged damage to cartons, the alleged damage to the actual cargo, and the alleged damage to the container.
- 4) Segregate the affected cargo and decide if a loss has occurred. Ask. Do I have enough damage to file a claim? Do I want to file a claim?
- 5) Immediately contact your CMA CGM agent or the cargo claims team by email at isb.claims@cma-cgm.com, and it will be determined if a joint survey is required.
- 6) Contact your cargo insurance underwriter.
- 7) Minimize your loss. You have a responsibility to your underwriter and under the terms of the Bill of Lading to limit the loss if possible. This should be done by salvage sale, cleaning or repackaging the cargo.

WHAT TO DO IF THERE IS A CARGO SHORTAGE:

- 1) Evidence whether the attached seal is intact, and does it match the manifested seal?
- 2) Photograph the seal with prefix letters and number clearly displayed.
- 3) Photograph any void spaces in the cargo prior to off-loading the cargo.
- 4) Contact your CMA CGM agent or the cargo claims team immediately by email at isb.claims@cma-cgm.com
- 5) Provide your CMA CGM agent or the cargo claims team with all photos, a copy of the packing list, and a copy of the tally/dock receipt, and it will be determined if a joint survey is required.

HOW TO FILE A QUANTIFIED CLAIM:

WHAT DOCUMENTS ARE NEEDED TO FILE A CLAIM AND ASK FOR COMPENSATION?

To process your claim as promptly as possible, it is important that you provide the appropriate documentation. Listed below are the types of documents needed; review this list and provide all documents available to support your claim.

- Formal notice of claim that is detailed and itemized
- Copy of the CMA CGM Bill of Lading
- Commercial invoice
- Packing list
- Proof of ownership (Proof of payment for the cargo)
- Delivery receipt
- Proof of loss (photos of damage to actual cargo)

- Formal notice of protests sent to CMA CGM with invitation to survey
- Cargo interest's survey report with colour photos
- Salvage receipts or Certificate of Destruction
- Subrogation letter, if claimant is other than a party to the CMA CGM Bill of Lading
- Proof of insurance Plus,

for Refrigerated Cargo:

- Your internal temperature records
- Harvest date for produce
- Packing date for produce
- Container stuffing date
- Final delivery date
- Pictures of cargo stowage

Once you have completed your file to present for a claim, send it to your CMA CGM agent or the cargo claims team immediately by email at isb.claims@cma-cgm.com

Please keep in mind that CMA CGM is not an insurer and has limited liability per the Bill of Lading terms and conditions. With that in mind, it is advised that you contact your underwriter for the most satisfactory resolution of your claim.

FOR CASES WITH ORIGIN OR DESTINATION IN TURKEY, PLEASE SEND COMPLETED CLAIM FILES TO THE ADDRESS BELOW:

E-mail: isb.claims@cma-cgm.com / ssc.cargoclaims@cma-cgm.com