



LOST BILL OF LADING PROCEDURE

Dear Valued Customer,

In order to initiate the lost bill of lading process, we kindly request the following documents to be sent to us in full.

We kindly ask you to submit your documents on letterhead paper with stamp and signature from the lowest general manager level.

1. Circumstances of the loss;
A letter in English on your own letterhead stating where and by whom the document was lost,
2. From whom was the bill of lading received? Name of the person.
3. Who received the bill of lading? Name of the person, name of the cargo company and tracking number.
4. The letter in which the shipper requests that the cargo be delivered to the consignee without bill of lading, if he agrees, must be written on letterhead paper and must be stamped with the full name and title of the signatory.
5. Packing list,
6. Cargo commercial invoice,
7. Letter of Credit copy if available,
8. Bank Guarantee,
9. FOB value of the cargo must be written.
10. Type of request: Delivery without OB/L or Issuance of a new set; You can choose a new BL type, SWB, Telex or a new OBL set instead of the lost OBL. However, this request is also evaluated according to POD rules.

All documents should be shared with tur.service@cma-cgm.com address. Other documents may be requested according to the BL loss incident. Our customer representatives will guide you.

You can stay in touch with tur.service@cma-cgm.com for all transactions.