

**1. DELIVERY****DOCUMENTS REQUIRED FOR DELIVERY ORDER*****Delivery Order against ORIGINAL MASTER B/L:***

- Original Master B/L (with complete endorsement i.e. Consignee, forwarder and bank)
- Complete address stamp of Consignee & Clearing Agency or both
- If OBL is **"TO ORDER"** of a Bank/Shipper (Bank/Shipper must endorse/stamp)
- CMA CGM payment receipt of (freight, local charges, demurrage, and container deposit)

***Delivery Order against SEA WAY MASTER B/L:***

- Seaway Master B/L (with complete endorsement i.e. Consignee, forwarder and bank)
- Complete address stamp of Consignee & Clearing Agency or both
- Seaway bill must **NOT** be **"TO ORDER"**
- CMA CGM payment receipt of (freight, local charges, demurrage, and container deposit)

***Delivery Order against TELEX RELEASE:***

- Complete Letter of Indemnity (Print on Consignee letter head, stamp, sign).  
Click ["Annexure 2"](#)
- If consignee is a company ( add Agency ID)
- If consignee is individual (add Agency ID and Individual ID)
- CMA CGM payment receipt of (freight, local charges, demurrage, and container deposit)

**Note:**

**Customer must ensure an approved compliance in ICUMS before approaching CMA CGM Release DESK**

### **1.1 Release Desk/DO Counter Timings**

Below timings will be observed throughout the year except for Bank/Public Holidays

#### **Monday to Friday**

- Working 8:00 am to 5:00 pm

### **2.0 Refund Counter Timings**

Below timings will be observed throughout the year except for Bank/Public Holidays

#### **Tuesdays, Wednesdays and Fridays**

- Working 8:00 am to 12:30 pm
- Lunch 12:30pm to 1:30 pm
- Working 1:30pm to 5:00 pm

### **2.1 Cashier Counter Timings**

Below timings will be observed throughout the year except for Bank/Public Holidays

#### **Monday to Friday**

- Working 8:00 am to 4:00 pm

#### **Note:**

**Refund money is payable only to the person on ID submitted  
Cashier closes at 4:00 pm**

### **3.2 Annexure 2**

**LETTER OF INDEMNITY (on company letter head)**

*Date:*



4 Quai d'arenc 13002 Marseille  
France

Shipment's references:

Vessel:..... Voyage n° : .....

Port of loading: .....

Port of discharge: .....

Bills of Lading n°: ..... Date : .....

Container(s) n°: 1/.....  
2/.....  
in case of more than 2 containers for the b/l, please mention them on attached list

Description of goods: .....

Value of goods: .....  
(invoice copy to be attached)

Shipper: .....

Consignee: .....

Dear Sirs,

As per above mentioned shipment's references, the goods were shipped on the vessel but the relevant bills of lading have not yet arrived

We hereby request you to deliver the goods to Messrs .....

[full style name and address of the specific party]

or to such party as you believe to be or to represent ..... or to be acting on behalf of Messrs ..... without production of the above original bills of lading

**CMA CGM Ghana**

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**LETTER OF INDEMNITY**

In consideration of your complying with our above request we hereby agree as follows:

- 1. On your first demand and without any justification, within 48 hours of demand, to indemnify you, your servants and agents and to hold all of you harmless in respect of any liability, loss or damage of whatsoever nature which you may sustain by reason of



delivering the goods to above mentioned persons  
\* issuing a new set of original bills of lading  
in accordance with our request.

2. In the event of any proceedings being commenced against you or any of your servants or agents in connection with the delivery of the goods as aforesaid to provide you or them from time to time with sufficient funds to defend the same.
3. If the vessel or any other vessel or property belonging to you should be arrested or detained or if the arrest or detention thereof should be threatened, to provide on your first demand and without any justification within 48 hrs such bail or other security as may be required to prevent such arrest or detention or to secure the release of such vessel or property and to indemnify you in respect of any loss, damage or expenses caused by such arrest or detention whether or not the same may be justified.
4. As soon as all original bills of lading for the above goods shall have arrived and/or come into our possession, to produce and deliver the same to you whereupon our liability hereunder shall cease.
5. The liability of each and every person under this indemnity shall be joint and several and shall not be conditional upon your proceeding first against any person, whether or not such person is party to or liable under this indemnity.
6. The obligations of each and every person under this indemnity shall be irrevocable and unconditional under any and all circumstances and shall not be subject to any reduction, offset, and deduction for any reason whatsoever.
7. That no statement relating to the contents, quality, description or value of the above mentioned cargo shall limit in any way our responsibilities and liabilities or exempt either of us from the said liabilities and responsibilities in respect of meeting any obligations falling on both of us in this respect.
8. This indemnity shall be construed in accordance with French Laws and each and every person liable under this indemnity shall at your request submit to the jurisdiction of the Courts of Marseille.

Yours faithfully.

For and on behalf of

*Company name:*  
*Official title:*  
*Name:*  
*Authorized signature*



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**3.3 Annexure 3**

OUR REF: No.: CMA CGM/RFND/2017/02 /NO.

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ADNAN HEIGHTS KRAKUE ROAD(TEMA)

