



CMA-CGM CUSTOMER CARGO CLAIMS PROCEDURES

WHAT TO DO WHEN TAKING DELIVERY OF CARGO?

- Cautiously open the right side door. Cargo that is not secured properly may sometimes fall out.

WHAT TO DO IF CARGO DAMAGE IS DISCOVERED?

- Contact CMA-CGM as soon as you discover damages 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, even if you have contacted CMA-CGM by telephone.
- Contact your cargo insurance underwriter.
- Take photos and call for a joint survey with CMA CGM. If possible, leave the cargo in the container and off load under the guidance and inspection of the surveyors.
- Separate the damaged cargo and decide if a loss has actually occurred. Ask, "Do I have enough damage to file claim"? Do I want to file a claim?
- Minimize your loss. You have a responsibility to your underwriter and under the terms of the bill of lading contract (clause 11) to limit the loss if at all possible. This would be done by salvage sale, cleaning or repackaging the cargo.

WHAT TO DO IF THERE IS A CARGO SHORTAGE?

- Make sure that the seal is in place and note the seal number (Photograph the seal).
- Do not strip the container.
- Contact us immediately by email (**INDICATE EMAIL ADDRESS AT AGENCY**) or via fax (**INDICATE FAX NUMBER**)
- Take photographs of any empty voids in the container.
- Provide us with a copy of the packing list and a copy of the tally sheet or dock receipt

HOW DO I FILE A CLAIM?

What documents are needed to file a claim?

To process your claim in as prompt a manner as possible, it is important that the claimant provide the appropriate documentation. Claim documentation should be in English or translated in English whenever possible to ease their analysis by CMA CGM Claims Department.

Listed below are types of documents needed, peruse this list and decide what documents would best support your claim.

- Formal notice of claim that is detailed and itemized.
- Copy of the CMA-CGM bill of lading, both front and back.
- Certified commercial invoice of what your cost is of the damaged cargo
- Customs declaration
- Packing list
- Delivery receipt
- Warehouse receiving records (devanning tally)
- Survey report with color photos of damaged cargo
- Salvage receipts or Certificate of destruction
- Proof of loss
- Proof of ownership
- Subrogation letter if claimant is other than consignee on the CMA B/L
- Customs inspection documents
- Refrigerated Cargo:
 - Ryan recorder records
 - Harvest Date for produce
 - Packing date for produce
 - Container stuffing date
 - Final Delivery date
 - Devanning date
- Pictures of cargo stow prior devanning
- Any other documents that will substantiate your claim.

Once you have completed your file to present for claim, please send it to us. Your claim shall then be transmitted to the CMA CGM Claims Department for study. As a reminder, claim must be lodged

within (1) year from the date of delivery or when delivery should have taken place. Passing that period, claim will become time barred. Please refer to clause 7 of the bill of lading contract.