

CMA CGM (America) LLC

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 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, even if you have contacted CMA CGM by telephone. Contact the CMA CGM claims department directly at usa.claims@cma-cgm.com or via fax 703-341-8209.
- 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 actually occurred. Ask: Do I have enough damage to file a claim? Do I want to file a claim?
- 5) Immediately contact CMA Claims by e-mail at usa.claims@cma-cgm.com or via fax 703-341-8209, 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 contract Clause 11 to limit the loss if at all possible. This should be done by salvage sale, cleaning, or repackaging the cargo.

WHAT TO DO IF THERE IS A CARGO SHORTAGE:

- 1) Photograph any void spaces in the cargo prior to off loading the cargo.
- 2) Was the attached seal intact and does it match the manifested seal?
- 3) Photograph the seal with prefix letters and number clearly displayed.
- 4) Contact CMA Claims immediately by e-mail at usa.claims@cma-cgm.com or via fax 703-341-8209
- 5) Provide CMA Claims 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 CLAIM:

WHAT DOCUMENTS ARE NEEDED TO FILE A CLAIM?

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 with cargo owner's cost of the damaged cargo
- Proof of ownership (Proof of payment for the cargo)
- Packing list
- Delivery receipt
- Warehouse receiving records with devanning tally
- Proof of loss (photos of damage to actual cargo)
- Formal notice to CMA with invitation to survey
- Cargo interest's survey report with color 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
- Final delivery date
- Devanning date
- Pictures of cargo stowage

Once you have completed your file to present for a claim, send it to the CMA CGM (America) LLC claims department (see details below).

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

Refrigerated Cargo:

- Your internal temperature records (Ryan recorder)
- Harvest date for produce
- Packing date for produce
- Container stuffing date



PLEASE SEND COMPLETED CLAIM FILES TO:

E-mail: usa.claims@cma-cgm.com

Fax: 703-341-8209

CMA CGM (America) LLC
Cargo Claims Department
5701 Lake Wright Drive
Norfolk, VA 23502