

## Cargo Value Serenity Q&A

### 1. In which countries Serenity is available?

Cargo Value Serenity can be offered Worldwide except:

- In the following countries where we will promote insurance :

Angola, Benin, Brazil, Central Africa, Colombia, Ethiopia, Ghana, Jamaica, Kenya, Mali, Mexico, Niger, Senegal, Togo

- In the following countries under sanctions :

North Korea, Syria, Iran, Cuba, Sudan, Crimea territories

### 2. Is Serenity applicable to all commodities?

Cargo Value Serenity is applicable to all commodities except:

- personal goods
- live animals
- fresh fruits apart from *from Citrus, Apple, Date, Grapefruit, Kiwi, Avocado, Sweet Potato, Melons & Watermelons, Pineapple, Tamarind.*

### 3. Does Serenity secure the Cargo Port to Port or Door to Door?

With Cargo Value Serenity, the cargo is secured from door to door either in merchant or carrier haulage, despite the BL conditions.

The BL terms and conditions will not be amended. The client will have to refer to the Cargo Value Serenity T&C available at any time, on CMA CGM web site (dedicated products & services web page) and attached to the quotation.

### 4. What are the improvements compared to the existing Shipping Process?

With a standard B/L, a carrier legally limits the cases and the amount of compensation, in case of damages to your goods. Therefore there are many instances where the client may not be fully compensated.

With Cargo Value Serenity, CMA CGM enlarges the scope of cases for which the client will be compensated regardless of the liabilities.

CMA CGM also increases the amount of compensation up to the real amount of loss depending on the chosen option.

## 5. I already have a solution to secure my cargo. Why should I switch to Cargo Value Serenity?

Cargo Value Serenity is a new way to protect your business. By choosing it, you will save your time, money and energy.

- › No more endless legal dispute and procedure.
- › No more limitation (scope and level of compensation)
- › No more negative commercial impacts
  
- The goods have been damaged?
- The cause of damage falls under **Cargo Value Serenity** scope?

Then, you will get compensated.

Why looking for alternative solutions when CMA CGM can transport and protect your goods?

## 6. Is Cargo Value Serenity applicable for my shipments with your competitors?

Cargo Value Serenity is an extension of CMA CGM BL. We cannot extend other carriers' conditions.

## 7. Does a shipper can subscribe to Cargo Value Serenity for its consignee?

The aim of Cargo Value Serenity is to secure the cargo. Therefore the one who has an interest on the goods will get the benefits.

## 8. Can I subscribe to Cargo Value Serenity for all my shipments?

You are the one who decide. Just let your usual sales representative know and everything will be done as per your request.

**Serenity by CMA CGM**  
**Caring Beyond Shipping**

For more info, contact your Usual Sales Representative  
[www.cma-cgm.com/products-services/serenity](http://www.cma-cgm.com/products-services/serenity)