



MAERSK

# VALUE PROTECT

Simple claims process

# Processing your claims just got easier

If faced with an unforeseen transport-related incident, the last thing you want to deal with is endless paperwork, back-and-forth phone calls and a lengthy claims process. As your shipment is booked with us, we already possess most of the information needed, reducing time and some of the pain points for you.

Our simple four-step claims process lets you focus on the important jobs while we handle the rest; you can find out how in our step-by-step guide.

## How to submit a claim

### • Gather your documentation

It is a good idea to gather the necessary documents before you raise a claim to our Claims team, as without them, your claim will not be accepted. You can use our checklist to ensure that all documents are provided.

### • Complete a claim cover letter

You can use our templates to provide all the necessary information and breakdown of your claim. Just add your company letterhead before submitting it.

### • Submit your claim

Email your claim letter, photographs and supporting documentation to your local Maersk email address.

### • Receive an answer

Once you fully submit your documentation, the team will assess and provide a resolution within 14 days.

# Claim documentation checklist

**Each claim is unique, and therefore, the documentation can vary, but at minimum, we require:**

- A claim cover letter with an itemised breakdown of the claim amount on company letterhead.
- Commercial invoice and packing list.
- Photographs showing damage to the cargo or the condition of cargo at the time of destuffing and, if there is container damage, supporting photographs or a survey report.
- Salvage or destruction certificates (applicable in most but not all cases).

**Depending on the claim and the commodity, additional documentation may be required, such as:**

- Survey report
- Stuffing report
- Lab analysis
- Sound market data value
- Assignment of Rights / Subrogation
- Health certificate
- Pre-shipment / Harvest Report

We suggest providing as much documentation and evidence upfront to substantiate the claim (loss/damage), regardless of whether it is mandatory, to help our team resolve your claim quickly.



# Claim cover letter notification of damage

 CONSIGNEE / SHIPPER: \_\_\_\_\_

 B/L NUMBER: \_\_\_\_\_

 CONTAINER (S): \_\_\_\_\_

 VESSEL & VOYAGE: \_\_\_\_\_

 INCIDENT DATE: \_\_\_\_\_

**Date:** \_\_\_\_\_

**Invoice value:** \_\_\_\_\_

**Estimated loss:** \_\_\_\_\_

**Joint survey required: Yes**  **No**

**Description of the incident:** \_\_\_\_\_

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**Why do you believe Maersk is responsible?** \_\_\_\_\_

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You may be asked to provide additional documents and a claim breakdown to support your claim. Please use the Letter of quantified claim template to assist you with the next step of the claim process.



# Letter of quantified claim

 B/L NUMBER: \_\_\_\_\_

 CONTAINER NO (S): \_\_\_\_\_

 CLAIM AMOUNT: \_\_\_\_\_

## Documentation checklist

- Commercial invoice
- Packing list
- Assignment of right / Subrogation
- Survey report and colour photographs, which show container and damaged cargo
- 3rd-party salvage invoice (in the case of damaged cargo being sold at a discounted rate) and/or 3rd-party disposal certificate
- Any other documents or invoices, which prove the carrier's liability or carrier's service failure

# Examples of how to calculate your claim

## Example 1: Total loss claim

Particulars	Correlative	Damaged quantity	Weight in kg of lost/damaged cargo	Unit price	Total
Cargo value (Bananas)	Commercial invoice	1,000 boxes	12,000kg	USD 11 per box	USD 11,000.00
Claim amount					USD 11,000.00

## Example 2: Partial loss where the entire cargo is salvaged

Particulars	Correlative	Damaged quantity	Weight in kg of lost/damaged cargo	Unit price	Total
Cargo value (Bananas)	Commercial invoice	1,000 boxes	12,000kg	USD 11 per box	USD 11,000.00
Salvage value	Invoice number xxxxx	1,000 boxes	12,000kg	USD 5 per box	USD 5,000.00
Claim amount					USD 6,000.00

## Example 3: Partial loss where part cargo is salvaged, and part cargo is destroyed

Particulars	Correlative	Damaged quantity	Weight in kg of lost/damaged cargo	Unit price	Total
Cargo value (Bananas)	Commercial invoice	1,000 boxes	12,000kg	USD 11 per box	USD 11,000.00
Salvage value	Invoice number xxxxx	500 boxes	6000kg	USD 5 per box	USD 2,500.00
Destroyed	Certificate 123	500 boxes	6000kg	USD 0	USD 0.00
Claim amount					USD 8,500.00





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