

Cargo Insurance Claim Filing Instructions

IMPORTANT NOTICE: Claims should be submitted immediately upon discovery of a loss. Please carefully follow these instructions to ensure prompt processing.

STEP 1: Place all transportation carriers involved in the shipment, including steamship lines, airlines and trucking companies on notice, using the attached sample *Letter of Notice to Carrier*. This notification should be faxed in order to submit a time-stamped document with the claim submission.

STEP 2: Preserve all packaging, damaged goods and seals; take photos.

STEP 3: Gather all documents to support your claim including:

- Commercial Invoice (*With terms of sale*)
- Letter of Instruction to your transportation carrier
- Temperature Records (*For Refrigerated Cargo*)
- SED Form (*Shipper Export Declarations*)
- Photo(s)
- Police Report (*If investigated by police*)
- Itemized Statement of Claim
- Packing List (*If apply*)
- Freight Invoice
- Doc/Delivery Receipts
- Loading / Unloading Tallies
- Notice of Loss to Carrier – Dated Document (Fax/E-mail)
- Customs Clearance Forms

STEP 4: Complete the attached *Official Request for Claim Form* providing all available information.

STEP 5: Prepare a *Statement of Claim* (This document, prepared on company letterhead, explains the specific details of the loss and validates the value of the claim)

STEP 6: email the aforementioned documents to:

**Kesco Logistics Inc.
20 East Sunrise Hwy, Suite 308
Valley Stream, NY 11581
1-516-341-7310**

info@kescologistics.com

FREQUENTLY ASKED QUESTIONS

HOW LONG WILL IT TAKE TO SETTLE AN OPEN CLAIM? Most cargo claims are settled within 30 days following the completion of all documentation and surveys (if required).

WHEN IS A SURVEY REQUIRED? The insurance carrier has the right to require a survey, generally for claims in excess of \$5,000. However, depending on the type of loss, a survey may be necessary on any claim amount. The insurance carrier will notify you generally within 24 hours following claim submission, if a survey will be required.

WHO IS RESPONSIBLE TO PAY THE SURVEYOR FEES? The assured is responsible for the surveyor fees. However, these fees can be included in the total amount requested for claim reimbursement.

WHAT WILL CAUSE MY CLAIM TO BE DELAYED OR RESULT IN NOT GETTING A FULL PAYMENT?

All cargo insurance companies have four basic requirements before they will pay your claim.

1. Evidence that you have placed your transportation carrier(s) on notice of the loss and that steps have been taken to reduce further loss of the goods.
2. Evidence that there was loss or damage to the goods. **Do not discard damaged goods, packaging and container seals until surveyor has had a chance to investigate the loss.** (Photos are required)
3. Evidence to support the value of the claim.
4. Evidence to support that the loss occurred during transit.

Sample Letter of Notice to Transportation Carrier

Please use the template below as a guide to submit a Letter of Notice to your transportation carrier(s). This should be written on your company's letterhead and forwarded to your transportation carrier immediately upon the discovery of a loss.

Date:

Address of Common Carrier or Local Representative

Regarding: Vessel or Carrier's Name
 Bill of Lading or Air Waybill No. and Date
 Description of Shipment
 Loss Amount (*State Full CIF Value unless actual damages are known*)
 Reference No.

To Whom It May Concern:

This letter is to inform you that we hold you fully responsible for the:

(Choose Applicable Reason for Loss)

1. Non-Delivery
2. Shortage upon Delivery / Pilferage
3. Damage
4. Contamination

that has occurred to our above mentioned shipment and/or shipments.

Please be advised that our insurance carrier will be in contact with you once this claim is settled.

If you wish to inspect this shipment, please contact: *(If applicable)*

Name: _____

Address: _____

Phone Number: _____

Sincerely,

Name

Title

Phone Number

Cargo Insurance Official Request for Claim Form

All requested information is required. Claims filed without all required information will result in an inability to be processed. In addition to this cover sheet, all applicable shipping information relating to this claim must also be submitted. Please email this form along with such documentation to info@kescologistics.com .

Shipper Information		Consignee Information	
Company Name:		Company Name:	
Contact Name:		Contact Name:	
Phone:	() - ext.	Phone:	
Fax:	() -	Fax:	

Claim Information		
Polaris file #		
Shipping Date:		
Date of Loss:		
Insured Value:	\$	
Nature of Loss:		
Merchandise Description:		
Comments / Explanation		
Included Applicable Documentation (check-off all that you have included)	<input type="checkbox"/> Commercial Invoice (<i>With terms of Sale</i>) <input type="checkbox"/> Packing List (<i>If apply</i>) <input type="checkbox"/> Freight Invoice <input type="checkbox"/> Doc/Delivery Receipts <input type="checkbox"/> Loading / Unloading Tallies <input type="checkbox"/> Notice of Loss to Carrier – Dated Fax Confirmation or Email <input type="checkbox"/> Customs Clearance Forms	<input type="checkbox"/> Letter of Instruction to the carrier <input type="checkbox"/> Temperature Records (<i>For Refrigerated Cargo</i>) <input type="checkbox"/> SED Form (<i>Shipper Export Declarations</i>) <input type="checkbox"/> Photo(s) <input type="checkbox"/> Police Report (<i>If investigated by police</i>) <input type="checkbox"/> Itemized Statement of Claim
Tracking # or B/L #		
Transportation Carrier		
Total Number of Pages included in this Claim	_____ Total Pages including this coversheet.	