

Cargo Loss Procedure

Don't Panic!

Follow these easy steps to a quick resolution →



- 1 Make immediate inspection of each package.
- 2 Take proper exceptions on all delivery receipts in respect to all loss or damage existing at the time of taking delivery and during transit.
- 3 Promptly report loss or damage to WSSA, TOLL FREE, 800-368-3167 or 207-805-1664 or email marine.insurance@wssa.com.

- 4 Prepare your assessment of damage. When calling in the claim, give the following details:

- ▶ Report type of loss/damage
- ▶ Extent of damage and estimated value
- ▶ Name of vessel/voyage number; container number
- ▶ Bill of lading number and date
- ▶ Port of origin/port of discharge
- ▶ Seal number on container upon arrival

- 5 Take pictures of all product and packaging. Separate good product from damaged product. Put aside damaged product/packaging for examination by surveyor. It is the insured's responsibility to mitigate the loss and salvage any goods without damage.



IMPORTANT: Document all perceived damages by taking pictures!

- 6 Immediately file claim in writing against carriers. If more than one carrier is involved (Ocean-Air-Truck-Rail), a claim must be filed against each.

Note: Claim to carrier should be positive, not merely expression of an intent to claim. WSSA will assist in this process.

- 7 Collect complete documentation in support of your insurance claim. When submitting claim to WSSA for consideration the following must be included:

- 1 Copies of all original ocean, air and inland Bills of Lading covering the entire shipment.
- 2 A copy of the supplier's original commercial invoice and packing list(s).
- 3 Copies of freight bills covering the entire voyage.
- 4 Duty Consumption Entry Report from U.S. Customs bearing Entry Number (If insured has opted for duty/tax coverage).
- 5 Copies of **all delivery receipts** with proper exceptions in respect to loss or damage noted thereon, as well as any other exceptions or bad order slips and carrier inspection reports which may substantiate loss or damage.
- 6 With regard to non delivery claims, written confirmation by the carriers involved attesting to their inability to make delivery.
- 7 Copies of written claims against carriers or others, with their reply.
- 8 An itemized Claim Statement describing damage/loss, amount involved and how that amount was calculated, or if a shortage, describe the total cases short-shipped, the dollar value and how that amount was calculated.
- 9 In the event of a shortage, a letter from the supplier attesting that the goods were loaded in full.
- 10 In the event that relabeling or repackaging is necessary, estimates/invoices substantiating the cost of the damaged goods.
- 11 Original survey report if warehouse or receiving party conducts a formal survey separate from WSSA.
- 12 Any correspondence, additional reports, pictures, or information relevant to the transit, loss or damage. The foregoing will normally suffice, but circumstances may require additional information or special action. In order to fully protect your rights always act promptly and prudently to preserve and safeguard your shipment.

IMPORTANCE OF PHOTOS

Perhaps one of the most important items to submit during a claim is photographic evidence of loss or damage. Submission of photos during loading, unloading, arrival, sorting, and of any perceived loss or damage is crucial to a successful claims process.