



Processing a Claim Checklist

In the event of a claim, please follow the below instructions:

1. Document the condition of the cargo upon delivery. When cargo is received, make clear exceptions on the delivery receipt noting any loss or damage to the cargo, packing, and/or containers. The best tool for documenting the condition of the cargo is by taking pictures. These photographs will be very helpful when stating your claim.
2. Minimize the loss. Immediately protect the cargo from any further loss or damage. Steps to take include separating wet cargo from dry cargo, repack to prevent further loss or damage, and move goods to a secure location.
Important note: The Sue and Labor Clause requires the cargo owner to take reasonable measure as may be necessary to protect the insured property from further loss by an insured peril. Costs or expenses incurred by the cargo owner in doing the fore mentioned are payable under the Sue and Labor Clause. (Make sure all pictures are taken prior to this step.)
3. Preserve all packing, damaged goods, and seals until advised otherwise by Benchmark Export Services.
4. Notify Benchmark Export Services immediately! Complete the First Report of Cargo Claim Form (at the end of this document).
5. Contact a surveyor to assess the loss/damage immediately. For the contact information of the appropriate surveying agent, please contact Benchmark Export Services. Surveyors are neither settling agents nor are affiliated with the insurance company. The surveyors are independents who report the facts to the insurance company and have the responsibility for determining the amount of the loss. Usually the insurance company will pay surveyors directly for their services, but in situations when a surveyor requires up-front payment to investigate a valid claim, the insurance company will reimburse the claimant.
6. File a formal notice of claim against the carrier. There are statutes of limitation to notify the carrier of loss, damage or non-delivery. Refer to the following table for time limitations.



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Ocean	As soon as practicable, maximum 1 year from date of discharge. If the claim is not yet settled 30 days prior to the one year expiration, file a request for an extension with the steamship line and ask for confirmation in writing.
Air	7 days from time of delivery, for visible damage. * 14 days from time of delivery, for concealed/hidden damage. * 120 days from the date goods should have been delivered for non-delivery. * Time limits for countries of destination that have accepted Montreal Protocol No. 4 are 14 days and 21 days respectively.
Interstate Rail and Truck Carriers	9 months from the date of delivery. It must be a formal written claim and must include a demand for payment of a specific amount.
Local Truck and Air Carriers	Time frames for reporting these claims are dictated by State Law and therefore may vary.

Retain *all* copies of the shipping documents.

The following list of documents will generally be required to settle a claim. Fax or email these documents immediately to your Benchmark Export representative as not to delay the claims settlement process.

Shipping Documents Required to Submit Claim

1. Proof of Insurance – Declaration Form or Original Certificate
2. Commercial Invoice(s)
3. Non-Negotiable Copy of Bill(s) of Lading or Air Waybill(s) (front & back)



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4. Claim Statement (a breakdown of loss/damage claimed)
5. Copy of Letter(s) to Carrier(s) giving Notice of Claim
6. Carrier's Reply(s) (if any)
7. Delivery Receipts with Exceptions Noted
8. Survey Report (when applicable)
9. Packing List(s)
10. Repair Estimates (when applicable)

Please note: The surveyors or insurance company may need to see additional documents depending on the circumstances. If this becomes necessary, you will be notified.



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Claim Form

Date: _____

To: _____

Re: Notice of Claim: _____

Name of Vessel/Air Conveyance: _____

B/L of Air Waybill Number & Date: _____

From: _____ Via: _____ To: _____

Description of Shipment: _____

Claim Dollar Amount: _____

To whom it concerns:

This is a notice of claim for loss and/or damage sustained by the above referenced shipment. The following exceptions were noted on the delivery receipt:

This claim may be amended. Please return a signed copy of this notice to us acknowledging its receipt.

Thank you for your cooperation.

Sincerely,

Carrier's Signature

Date

Cc: Roanoke Trade Services, Inc.