

CARGO CLAIMS PROCEDURES

In the event of a loss:

1. Upon delivery, immediately inspect the package in the event that there is physical damage to the package.
2. Any loss or damage found at the time of delivery must be recorded on the delivery receipt as an exception. You should set forth the condition of the consignment as specifically as possible. Be sure to keep a copy of the delivery receipt for your own claim file. If the loss or damage is not apparent at the time of taking delivery, give notice in writing to the Carrier or other Bailees within three (3) days of delivery.
3. Any loss or damage must be promptly reported to the closest authorized representative of the Insurance Company so that a surveyor may be promptly dispatched or other appropriate action taken. The list of representatives can be located at the RLI website at <https://marineexpress.rlicorp.com>. Be sure to retain and protect the packing material for inspection by that surveyor.
4. You must also immediately file a **written** claim against all other carriers that may be potentially responsible for the loss or damage (e.g., Truck – Railroad – Air – Ocean). A separate claim should be filed against each such carrier to preserve your rights against those potentially responsible carriers. The written claim should set forth the loss or damage and demand that the carrier pay for such loss or damage.
5. Documentation required:
 - a. Suppliers invoice(s) to support the values and also indicate terms of sale.
 - b. Packing list or weight notes (where applicable).
 - c. Delivery receipts, landing accounts, and/or similar documents as evidence of the condition and place of loss.
 - d. All original transit documentation – for example, bill of lading, airway-bill, as evidence of the contract of carriage.
 - e. Correspondence with carriers, suppliers, or other third parties holding them responsible for any loss or damage so that any subsequent recoveries can be sought from responsible parties.
 - f. Original policy or certificate of marine insurance, as applicable.
 - g. Survey report, if applicable.
 - h. Any other documentation not detailed above relevant to the shipment and the loss.
6. Note that the above procedures and documentation will normally be sufficient but specific circumstances may require additional action or documentation. Under all circumstances, you must always act promptly to reasonably and safely preserve and protect your shipment in order to protect your rights.

**PLEASE NOTE: YOUR CLAIM AGAINST THIS COMPANY MAY BE PREJUDICED
IF YOU FAIL TO PRESERVE ALL RIGHTS AGAINST THE PARTIES RESPONSIBLE FOR LOSS OR DAMAGE
AND/OR FAIL TO PRESERVE AND SAFEGUARD YOUR SHIPMENT.**

Additional claims assistance can be found by calling 1-800-444-0406, or by emailing New.Claim@rlicorp.com