



Requirements for Cargo Claims

1. Cover sheet/ Official claim notification letter stating:
 - a) Maersk Line bill of lading number
 - b) Vessel name and voyage number
 - c) Description of the damage
 - d) Itemized justifications on why Maersk Line is considered liable for the alleged loss/ damage
 - e) Amount claimed
2. Original or copy of the Maersk Line bill of lading (the one used to effect delivery), both front and reverse side
3. Claim calculation showing full details of and calculation of the claimed loss/ damage
4. Survey report with good quality colour pictures
5. Original or copy of the cargo invoice(s) and packing list
6. Other supporting invoices for amounts claimed
7. Destruction certificate (where cargo is declared to be a total loss and is subsequently destroyed)
8. Salvage invoice/ receipt (where cargo has been auctioned away or salvaged)
9. Equipment interchange receipts (EIR) of the containers involved
10. Original subrogation form, properly dated and identifying the insurer
11. EIRs
12. Preliminary notice sent from shipper/consignee within 3 days of delivery date
13. Other relevant documents.

The abovementioned documents will serve as basis for us to proceed with the claims review process.



Please bear in mind that the critical event in the handling of your claim is receipt of your quantified claim—this will help us identify any other relevant facts and conduct additional investigations as needed. Once our investigation is finalised, we will evaluate the merits of your claim in the light of all relevant facts and in accordance with the terms and conditions of our contract of carriage and applicable law and/or international carriage of goods conventions. In most ordinary claims, Maersk Line will resolve your claim within 30 calendar days from receipt of your quantified claim.

We appreciate that some of the defences that may be invoked in our evaluation of your claim may not be common knowledge and may even sound foreign. However, cargo underwriters are well-versed in these provisions and will be able to deal with them efficiently and effectively. Please bear this in mind when deciding whether you should insure your cargo or not.

If you need further assistance, please contact our Maersk Claims Department at +6382-2221545. Alternatively, you can drop us a mail via phicsclm@maersk.com.