

## PROCEDURES FOR FILING A CARGO CLAIM

In order to file a claim with King Ocean Services Limited, the following documentation is required:

1. Send a letter (**Or use the preset claim form**) indicating:
  - A. The dollar amount of claim/or percentage of loss in USD
  - B. Whether the cargo was short, damaged or both
  - C. Vessel, voyage and bill of lading number
  - D. The date of vessel arrival and the date you received the cargo
  - E. Description of loss and any other details pertaining to the cargo.
2. Copy of the Ocean Carrier bill of lading.
3. A complete set/copy of invoices and packing lists for the entire shipment, with the items in question either underlined or highlighted.
4. Copies of the following documents are required as applicable:
  - A. Delivery Receipt from the Port of Discharge
  - B. Independent Survey — If damage or loss is more than USD\$750.00 (damage or loss value only)
  - C. Discrepancy Certificate (as issued by the Port Authority or a Government Warehouse)
  - D. Condemnation or Dumping Certificate (for perishable merchandise)
  - E. Photographs of Damaged Goods
  - F. Copy of your written notification to local office or agent advising of the discrepancy
  - G. Any other relevant information pertaining to shortages or damages.
5. For Repairable Damage:
  - A. One estimate is required for all repairs.
  - B. Two estimates are required for repairs over US\$1,000, and for damages to vehicles or boats.

### **Damaged Goods:**

Damaged goods must be retained for presentation to the ocean carrier representative at time of settlement.

### **Hidden Damages:**

Hidden damages must be reported in writing to the local office or agent within three (3) days of cargo receipt.

### **Insured Shipments:**

Coverage period for insured shipments ends 15 days after discharge or delivery of goods, whichever occurs first.

### **Claims Policy:**

All cargo claims will be acknowledged within 3 business days of receipt at the main office. Investigation time will vary depending on the size and nature of your claim, however, whenever feasible, claims should be resolved within 90 days of receipt. (Holidays and week-ends excluded)

Claims will be adjusted according to legal liability as set forth in the governing Bills of Lading, Tariffs, and Bylaws. You are reminded that a statute of limitations of only one year will apply, and that various limitations or liability may also be applicable.