



Appendix - C

CARGO CLAIMS GUIDELINES

1. Difference of claim coverage between Insurer and Carrier

	Insurer	Carrier
Coverage	warehouse/warehouse	CY/CY
Value Base	110% CIF	100% CIF
Extra Cost	Yes	No
Liability Exemption	No	Yes
Limitation	No	Yes
How To Claim Liability	Prove risk	Prove Liability
Time Bar	2 Years	1 Year

2. What should you do if you find cargo loss/damage?

- Immediately notify local Maersk Line office
- Immediately notify your insurer (if any)
- Immediately notify shipper or seller, if necessary
- Immediately invite Maersk Line and the insurer (if any) to arrange a joint survey
- If you have no insurer, arrange your own cargo surveyor to inspect the cargo and protect your interests
- Diligently mitigate loss
- Diligently preserve relevant evidence
- Cooperate with Maersk Line where necessary to investigate the reason of cargo damage

3. How to register your claim against Maersk Line?

- You may send your full set of claim documents to the nearest Maersk Line office who will then forward your claim documents to the claims dept.
- You may directly send your claim documents to the local claims dept.

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4. Why Is Maersk Line liable

Very often we receive claims based on a standard cover letter suggesting that we are liable yet without properly outlining the reasons and causation.

We always require an explanation/substantiation as to why you consider MAERSK LINE to be liable before we are able to initiate a review of the claim.

5. What documents are required for a claim against Maersk Line?

1) Cover sheet stating:

B/L Vessel name(s) and voyage number(s)

MAERSK Line Bill(s) of Lading number

Description of the damage

In a reasoned way why you consider MAERSK Line to be liable for the alleged loss/damage.

2) Original or copy of the original Maersk B/L (the one used to effect delivery). It should be 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 (not black and white copies).

5) Original or copy of the original Cargo Invoice(s) and Packing List

6) Other supporting Invoices for amount(s) claimed.

7) Destruction Certificate (where cargo is declared total loss and subsequently destroyed)

8) Salvage Invoice/Receipt (where cargo has been auctioned away, salvaged or similar).

9) Original Subrogation Form assured properly dated and identifying the insurer.

10) Other relevant documents.

6. How can time bar be extended?

The time bar for a claim against the Carrier is generally one year from the time of cargo arrival. If your claim is not settled within one year, you need to submit your request in writing for a time bar extension to the Claims Dept. for the possibility of time bar extension.

7. What you shall do to prevent cargo damage?

- Container shall be carefully checked before stuffing
- Cargo should be clearly marked, adequately packaged, and when containerised, safely stowed, braced and blocked.
- For refrigerated cargo, product should be properly pre-cooled prior to loading into refrigerated containers in accordance with booking/set-point temperature. Stowage patterns to ensure proper airflow, appropriate ventilation settings to ensure fresh air exchange, relative humidity, controlled or modified atmosphere, as well as optimal temperature requirements (in Fahrenheit) play an integral role in perishable product transport. Our Booking Department should be notified of your requirements regarding the above at the time of booking. In view of the perishable nature of reefer cargo, we recommend you arrange for its collection at the destination port as soon as possible, to ensure that it has an optimal practical storage life.
- You should notify us in writing of the exact nature of any dangerous or hazardous cargo you wish to ship, and you must ensure that it is packed and marked in full compliance with all national and international rules and regulations.
- Precise records should be maintained, including seal number, devanning/stuffing tally, and any exception to the condition of the cargo.

You are reminded to exercise your duty to mitigate any loss or damage as far as possible, not only to limit any claim against the Carrier, but also to fully protect your own interest.

**The Claims Management for Oceania is located in Sydney Corporate office.
Contact details for Maersk Regional Claims Correspondents are listed below.**

SYDNEY

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BRISBANE

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