



Customer's Guide To Submitting A Claim

What You Should Do

This is a brief guide on what you should do when you discovered that your goods have suffered damages or loss upon receipt. This is to ensure that your claim is handled in a systematic, efficient, timely and fair manner, fully aligned with applicable legislation and international conventions as well as agreed contractual terms and conditions.

Notification

You should immediately stop all unstuffing or unpacking activities upon discovery of any loss of or damage to your goods and to notify the local Schenker office handling your shipment without delay. As a general guide, a formal notice should be provided in writing to TGOL / Schenker within **3 calendar days** from the time of delivery.

Inspection of Affected Goods

TGOL / Schenker will appoint a surveyor who will make arrangements with you to conduct an independent inspection to determine the probable cause(s) to the loss of or damage to your goods. You should refrain from disposing any of the affected goods until the appointed surveyor(s) have conducted their inspection and investigation to ascertain the nature and extent of loss or damage to the goods.

You should also inform your cargo underwriters on the loss or damage of the cargo if you have insured your cargo, as they probably need to be involved and appoint a surveyor for a joint inspection.

Follow-Up Actions

We will provide you an acknowledgment within **7 calendar days** upon receipt of your claim notification.

Upon receipt of your claim notification, we will carry out a thorough investigation on your claim. Once it is confirmed that liability is engaged, TGOL / Schenker will proceed to review the claim quantum in accordance to the agreed terms and conditions of the bills of lading or sea waybills issued by TGOL unless otherwise agreed.

Settlement

In the event that a settlement agreement is reached between you and TGOL / Schenker, you are required to sign a claim settlement & discharge document and/or assignment of rights document (in cases where there is a potential recovery action against a third party) to confirm that any claim payment made by TGOL shall constitute full and final settlement of your claim without admission of liability whatsoever.

Documents To Submit

When submitting a claim, please provide the following supporting documents, if applicable:

1. Statement of Claim providing a breakdown summary of your claimed items and how the claim quantum is derived.
2. Legible copy of the bill of lading, air or sea waybill (both front and overleaf sides) issued by The Great Ocean Line Pte Ltd.
3. Survey report with colored photographs depicting the damaged goods.
4. Commercial invoice(s) and packing list(s) of the shipment containing the damaged goods.
5. Salvage receipts if the damaged goods have been salvaged.
6. Destruction and disposal certificates if the damaged goods have been destroyed and disposed.
7. Other documents, where applicable.

For any further clarifications on your claim, please contact your local Schenker office or email us at:

TGOL.claims@axaxl.com

