

## **Cargo Claims Frequently Asked Questions**

### **What are the system requirements for the cargo claims portal?**

The following browsers and operating systems are supported:

- Microsoft Windows 10
- Microsoft Windows 11
- Mac OS X
- Microsoft Edge Chromium
- Mozilla Firefox
- Apple Safari (Mac OS X)
- Google Chrome

### **Do I need to be signed in for the cargo claims portal?**

- No, you do not need a sign-in.

### **How our cargo claims portal will benefit you and all your customers?**

- E-submission with an efficient claim process
- Submit your claim in just a few steps.
- Immediate confirmation of receipt by email.
- Providing 24/7 online submission.
- Paperless processes.

### **How do I report a new claim?**

- All new claims should be reported online.
- On the home page > Manage your shipment > Cargo Claims > Preliminary Claim or Formal Claim > Claim Form
- Select the shipment type (Cargo) in the dropdown menu
- Then you will be directed to the respective form to start filing your claim.
- Once submitted, you will receive a reference number (Case ID PC-00000000 or FC-00000000) for reference.

### **What is the difference between preliminary claim and formal claim?**

- Preliminary claim is to preserve the rights to recover damages from the carrier under the applicable legal regime.
- Formal claim is a properly supported and documented claim made by the person having a right of claim under the contract of carriage which is presented to the carrier.

### **Is there any time limit for the submission of cargo claims?**

- A preliminary claim and formal claim must be filed to the carrier within the time limits set out in the Warsaw Convention or the Montreal Convention (whichever applies), also mentioned in our Conditions of Contract. Further information is also available in our General Conditions of Carriage for Cargo (more specifically in Article 13).
- Any claim presented beyond these time limits will not be accepted by the carrier.

### **Where can I find the General Conditions of Carriage for Cargo?**

- The General Conditions of Carriage for Cargo can be found in Help & Support > Shipment Terms & Conditions.

### **I want to make some changes to the claim after submission, what can I do?**

- Please contact our local cargo office.