

WHAT TO DO IN THE EVENT OF A CARGO CLAIM

We are here to simplify the claims process. Rubicon Logistics works efficiently with our insurance agent, Avalon, to resolve claims quickly and increase the level of service provided to you. This handout is designed to provide guidelines for what to do if a claim occurs.

WHEN FIRST NOTIFIED OF LOSS OR DAMAGE:

- Obtain location of cargo
- Obtain an estimate of the type of damage
- Obtain an estimate of the amount of damage
- Obtain an original or duplicate copy of the certificate of insurance and/or alternate form of insurance (HAWB, Declaration, etc.). Also obtain the House and Master Bill of Lading as applicable.

RUBICON LOGISTICS WILL PUT ALL CARRIERS OR AGENTS INVOLVED IN THE TRANSPORTATION ON NOTICE

WE WILL PREPARE AND SEND THE FOLLOWING INFORMATION TO YOU:

- Acknowledgment Letter
- Additional claims Instructions

WE WILL CONTACT OUR INSURANCE AGENT, AVALON, WITH THE FOLLOWING INFORMATION:

- Completed Preliminary Notice of Claim form
- Proof of Insurance (i.e. certificate, declaration, etc.)
- House and Master Bill of Lading and/or Air Waybill
- Brief summary of situation (can be summarized on a fax cover sheet)

THE INSURANCE AGENT REQUIRES THE FOLLOWING DOCUMENTS:

ALWAYS REQUIRED:

- Itemized Claim Statement
- Original Copy of Certificate of Insurance (*or other proof of insurance*)
- Original Copy of House Bill of Lading / Air Waybill (*front and back*)
- Original Copy of Master Bill of Lading / Air Waybill (*front and back*)
- Inland Waybill
- Delivery Receipt
- Written Notice To Carriers & Their Response
- Customs Form 7501 (*if import shipment*)
- Copy of Commercial Invoice
- Packing List

MAY BE REQUIRED:

- Dock Receipt
- Missing Cargo Report, Police Report or Non-delivery letter
- Freight Invoice
- Survey Report (*usually if damage is more than \$1,000*)
- Photographs of damages (*if taken*)
- Repair estimates or salvage statement

