



CLAIMS PROCEDURE FOR MSC EXTENDED PROTECTION (EPR) CUSTOMERS

PROCESSING YOUR CARGO CLAIMS WITH OUR EXTENDED PROTECTION (EPR) FAST TRACK CLAIM RESOLUTION PROCESS

YOU HAVE PURCHASED OUR EXTENDED PROTECTION PRODUCT TO HAVE YOUR CARGO FULLY PROTECTED- YOUR CLAIM WILL BE GIVEN OUR FULL ATTENTION

We know the hurdles you face following an unforeseen voyage-related incident: endless paperwork, phone calls, back-and-forth emails correspondence, a never-ending claim process, limitation of liability and maritime conventions. In case of claims for your EPR shipments, our mission is to reduce the treatment time of your claim, by offering you a fast-track procedure that saves you time and drastically limits the pain points for you and your supply chain.

For your EPR shipments, you can benefit from our fast-track claims process to simplify your claim treatment and have your claim closed within an average of 30 working days.

HOW TO SUBMIT AN EPR CLAIM

• **CONTACT YOUR LOCAL AGENT IMMEDIATELY**

As soon as you notice damage to your cargo, please contact your local agent as soon as possible. Your agent will arrange a survey if necessary to determine the cause and extent of damage at no cost to you.

• **DOCUMENT COLLECTION**

To avoid the risk of your claim not being accepted, collect all required documents before you lodge your claim to our EPR Claims Team. Please refer to our checklist of required documents below to help you prepare.

• **PREPARE YOUR EPR CLAIM COVER LETTER**

To make your life easier, you can use our claim template letter with your company letterhead to speed up your claim processing. Simply add your company letterhead before submitting it.

• **SUBMIT YOUR FULLY DOCUMENTED CLAIM TO YOUR LOCAL AGENT**

Provide your claim letter, photographs and supporting documentation to your local MSC agent by email.

• **MSC'S ANSWER**

Upon receipt of your documented claim file, our dedicated EPR Claims Team will assess your claim and provide any necessary feedback or a resolution within an average of 30 working days.

CLAIMS DOCUMENTATION CHECKLIST

It is of paramount importance that you provide as much documentation and evidence to support your claim. We require basic documents:

- the MSC Bill of Lading, MSC Sea Waybill, or other contracts of carriage or storage;
- the commercial invoice;
- the packing list;
- a claim cover letter with an itemised breakdown of the claim amount on company letterhead;
- the delivery receipt noting exceptions upon delivery.

On an ad hoc basis and depending on the nature of the claim, MSC may require additional documents (Stuffing report, Assignment of Rights / Subrogation, Harvest Report...)

Contact us

epr-claims@msc.com

