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## CLAIMSPROCEDURE BG FREIGHT LINE B.V.

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**First reaction:** In case customers of BG Freight Line have damaged cargo and/or damaged container or in case there are shortages caused by circumstances that are not accountable to their own responsibilities (shippers stow/load/count) it is important that a remark is made accordingly, that is noted on the receipt for the cargo and mentioned to BG Freight Line and the local agent in writing immediately. It is possible that damages or shortages will not become apparent until after the cargo has been transferred into the care of the receiver. In that case it is important that a notice in writing be delivered to BG Freight Line within three days from delivery. Such a notice should include information of the vessel in which the cargo has been carried, the voyage number or date, the number of the Bill of Lading, identification of the container, information on the loss or damage and estimate of the amount loss.

Such notices should be sent both to our local office/agent and to BG Freight Line head-office in Rotterdam to the claims department, e-mail address [rotterdamclaims@bgf.nl](mailto:rotterdamclaims@bgf.nl)

This is important to enable the company to decide whether to call an independent surveyor on its behalf. At the same time it is important that the cargo owners notify their cargo insurers and request them to inspect the cargo and estimate the amount of the loss or damage. In case cargo has not been insured by the cargo owners they must decide whether it is necessary for them to have an independent surveyor attend on their behalf.

**Claim:** In case the loss or damage is not covered by the cargo insurance bought by the cargo owners, a formal claim should be sent as soon as possible to BG Freight Line, claims department, after the extent of the loss or damage has been ascertained. Claims should be sent to:

BG Freight Line B.V.  
Attn. Claims department  
P.O. Box 54022  
NL-3008 JA Rotterdam  
[rotterdamclaims@bgf.nl](mailto:rotterdamclaims@bgf.nl)

The following documentation is necessary in support of a cargo claim:

- A formal claim, where the loss is described briefly and the amount of the claim is set forth.
- A copy of the Bill of Lading if applicable.
- A copy of sellers invoice and packing list.
- A copy of survey report issued for the cargo owner, if applicable.
- A copy of a receipt for the cargo with any exceptions noted on receipt. In case of a shortage from a FCL-container the receipt must include the identification number of the container number and the seal number, especially if this is proved to be different from the original seal number. In case of a shortage the number or other identification marks of the parcel or unit which has been short delivered should be included, as well as any further description of the type of packing and the type of goods involved.
- Photos of damaged cargo or container if available.
- In case of damage to goods, which is proved impossible to sell at a reduced price, confirmation of the destruction of the goods must be included. In case it was possible to sell the goods at a reduced price, such value must be deducted from the claim amount. Cargo owners are obligated to reduce their loss by seeking all available means to salvage the cargo.

On receipt of necessary documents and proof of loss or damage BG Freight Line will without delay assist their customers in solving their claims for loss or damage to cargo during transport or storage with the company.