

CLAIM PROCEDURES

Although we are constantly doing our best to care for and deliver all cargo in good condition, sometimes things do go wrong.

In the event of loss or damage to your cargo, these procedures will guide you to set up a claim, answer most of your questions and also to minimize the risk of loss or damage.

Steps to follow:

1 On taking delivery of the cargo:

Please make sure that any loss or damage is registered. You should:

- Check the container exterior for eventual damages.
- Check that the original seals are intact.
- For reefers, check temperature, humidity and ventilation setting.
- If loss or damage is apparent or reasonably suspected, please make a note on the receipt before signing and send a notice of protest to your local NileDutch Office.
- If loss or damage is not apparent, you should notify your local NileDutch office immediately on becoming aware of the loss or damage and no later than 3 days after taking delivery.

2 In case of loss or damage – what should I do?

- Notify your insurance company.
- Send a notification to your local NileDutch office.
- Arrange a survey and invite NileDutch to be present or represented. – preferably when the cargo is still untouched – This will allow the surveyors the possibility to check cargo stowage, lashing and securing, blocking and bracing, damage pattern and other points of interest. Please indicate the expected value of the damaged cargo.
- Please take photographs and document the extent and type of damage to the goods and container.

If you give us:

Niledutch Bill of Lading number
Nature of the loss or damage
Estimated value of the loss or Damage

It helps us to:

identify the consignment Container number
Determine the course of investigation
Give proper info to our own insurers

3 Mitigate loss:

- As a matter of Law, you must take all necessary measures to mitigate loss. Such measures may include precautions to protect the value of sound cargo. Damaged cargo may be salvaged for sale in secondary markets. Repairs may be possible, etc.
- Reasonable costs incurred in mitigation of loss may be included in your claim.

4 Submit a quantified claim

4.1 Who should I send my claim to?

- To your insurance company, or
- To your local Niledutch Office (addresses and contact details are available on our website: www.niledutch.com)

4.2 Which documents are necessary?

- Copy of the Niledutch original Bill of Lading or Sea waybill
- Copy of supplier's invoice
- Copy of the container packing list
- Copy of survey report with photographs
- Subrogation form (if applicable)
- Calculation of the claim
- Reconditioning or repair invoices (if applicable)
- Any other substantiating documents

**Depending on the nature of your claim,
we may request additional information:**

Salvage receipt or Destruction certificate
Temperature records (if applicable)
Customs declaration

Because it helps us to:

Confirm reasonable mitigation efforts or destruction
Assess any deviation in cargo temperature
Corroborate cargo quantity and/or value

5 Protect against time-bar:

- Suit for cargo loss or damage generally must be filed within one year from the date the cargo was delivered or should have been delivered.
- Unless a written request for extension has been received, and granted prior expiry of the one year "statute of limitations" or time-bar.

6 We will take following steps:

- Acknowledge receipt of your claim notification
- Engage a surveyor if necessary
- Initiate an investigation as to the cause of the damage
- Await your quantified claim
- Acknowledge receipt of your quantified claim and request any missing documentation from you
- Finalize our internal investigation
- Evaluate the merits of your claim and the extent of Niledutch' liability
- Inform the result of our investigation.

Obviously, any loss or damage is always unpleasant. However we hope that this guide will assist you to make the process as clear and efficient as possible.

7 Preventing loss and damage (website only)

Upon picking up empty containers or stuffing your goods to containers, please ensure that

7.1 All cargo

- Ensure that you use a suitable container size and type.
- Check that cargo marks and numbers are identical with those of your documentation including the bill of lading.

7.2 Dry cargo

- Ensure that the containers are in a clean, odor free and sound condition before stuffing them.
- Ensure that the cargo is suitable and packaged for container stowage.
- Ensure that the container is stuffed in a proper and secure manner so that the cargo cannot shift during transportation; with proper bracing and blocking, lashing and securing.
- Ensure that the container is properly closed and sealed.
- Ensure that all required notices (documentation) are given for dangerous or precious cargoes.

7.3 Reefer cargo

- We recommend that you make a physical inspection to ensure that the actual ventilation setting corresponds to the requested setting.
- Check the temperature requirements for your cargo type.
- Pre-cool your cargo to the correct set temperature.
- Stuff the container in a cold facility (i.e. ensure that the cold chain is never broken).
- Re-check the temperature before delivering the container.
- Do not mix incompatible cargoes in the same container.
- Do not stuff the cargo above the red load line.
- Ensure that the containers are in a clean, odor free and sound condition before stuffing them.
- Ensure that the container is stuffed in a proper and secure manner so that the cargo cannot shift during transportation; with proper bracing and blocking, lashing and securing.
- Ensure that the container is properly closed and sealed.