



Höegh Autoliners Cargo Claims handling process

If the cargo receives damages while the goods are under Höegh Autoliners' custody, we will strive to minimise any inconvenience this may cause you. We have prepared this guide for your ease of reference.

What to do?

- 1) **Notify your cargo insurance provider immediately.**
- 2) **Contact your booking office/Höegh Autoliners agent** where the cargo loss or damage is found. Please note that the first notice of claim must be submitted in writing within **three (3) days** of the date of delivery in line with the terms and conditions of the Bill of Lading.

To help Höegh Autoliners identify the shipment, please include the below details in your notification to us:

- i) Bill of Lading number;
 - ii) VIN (Vehicle identification number) number, if applicable.
 - iii) A brief description of the nature of damage to the cargo.
- 3) **Engage a surveyor if necessary.** Ensure that any remarks about the condition of the cargo are documented prior to removing the cargo from the terminal. A joint survey can be arranged where a Höegh Autoliners representative also attends – preferably while the cargo is still within the port premises. The survey can be coordinated with the local agents if/when necessary.
 - 4) **Mitigate cargo loss.** Take any reasonable measures to protect your cargo and its value for the purpose of loss mitigation.
 - 5) **If you have not insured your cargo, you may file a documented claim by submitting:**
 - i) Description of the damage and amount claimed.
 - ii) Breakdown of claim amount accompanied by detailed repair invoice/s for any repairs/expenses incurred or itemized estimate of repair costs.
 - iii) Copy of Höegh Autoliners AS original Bill of Lading or Sea Way Bill (both front and back side).
 - iv) Copy of original commercial invoice and packing list.
 - v) Evidence proving pre-shipment cargo condition.



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- vi) A signed delivery record/receipt.
- vii) Survey report with original photographs or other documentary evidence to show the extent of the damage/loss.
- viii) Other supporting documents if applicable.

The Cargo Claims team is responsible for handling cargo claims globally. Send the above mentioned documents by e-mail or courier mail to:

E-mail: cargoclaims@hoegh.com

Address:

Höegh Autoliners ROHQ

Att: Cargo Claims Department

7th Floor V-Corporate Centre

125 L.P. Leviste St., Salcedo Village,

Makati City 1227,

The Philippines

Main phone: +63 28774377

Note: Please note that all claims and/or notices of loss or damage must be submitted within the time period set in the Bill of Lading or Sea Way Bill and/or applicable law.

What will the Claims Department do?

1. Acknowledge receipt of your claim notification;
2. Appoint a surveyor, if necessary, and investigate the cause of the damage/loss;
3. Analyse the documentation submitted to support the claim and eventually request additional documentation and/or clarification;
4. Evaluate the merits of your claim and the extent of Höegh Autoliners' liability under the Bill of Lading terms and conditions. International conventions limit the Carriers' liability and set certain limits to any potential recovery.
5. Inform the claimant of any findings concerning the cause of the damage/loss and present a settlement offer or reject the claim, as applicable.