

Dear Customer,

Samskip continuously strives to improve its customer service. Any situation that gives rise to a cargo claim is by nature trying. We will do our utmost to minimise your inconvenience. We have prepared this Guide to avoid misunderstandings about our claims handling process and to make the process as efficient and simple as possible.

In the unfortunate event that you are confronted with damage to or loss of cargo possibly caused under Samskip care, we would appreciate your cooperation as described below in order for Samskip to be able to handle a cargo claim properly and as quickly as possible.

7 STEPS YOU SHOULD TAKE

1. Notify your cargo insurance.
2. Contact Samskip Claims Department.
3. Arrange opportunity to survey and engage a surveyor, if necessary.
4. Mitigate cargo loss.
5. Collect documents and pictures.
6. Submit a quantified claim to Samskip within 60 days.
7. Protect against time bar.

1. Notify your insurance (if applicable)

If damage or loss to your cargo is apparent upon receipt, you should notify your cargo insurance underwriters immediately. They will advise you how to comply with all procedures required to fully protect your insurance coverage.

If you have no cargo insurance cover, we advise customers to appoint specialists to handle your claim and protect your interests.

2. Contact Samskip Claims Department

Upon notification of damages, you should also contact Samskip Claims Department so that we

may assist you in the most effective manner. You should do so immediately because a late notification will adversely affect your legal position. Late notification may also make it difficult to identify the exact condition of the cargo on delivery and to distinguish between the damage that may have occurred while in Samskip's care and any possible aggravated damage after delivery.

Any damage or loss found at the time of delivery should be recorded on the Delivery Note/CMR/BL/Waybill document in the presence of the person responsible for delivery. Rejection of the consignment does not in any way affect your duty to mitigate the loss.

Where a full check of the consignment is not possible at the time of delivery, it is essential that this is completed as quickly as possible.

A written notification must be provided to Samskip with at least a copy of the Delivery Note/CMR, as soon as possible by email, but in any event no later than 7 calendar days in accordance with the Samskip terms of carriage.

When contacting us, we would ask that you please have the following information readily available:

When you give us...	It helps us to...
<ul style="list-style-type: none"> • Samskip Job/Booking reference • Container number • Cargo description 	Identify the specific shipment/transport
Copy of delivery note/CMR waybill/POD	Establish involvement of Samskip
Pictures of damaged container/cargo	Establish nature and possible cause of damage.
First estimate of the damage/loss	Inform Samskip liability insurer properly and determine the need to appoint surveyor

3. Arrange opportunity to survey and engage a surveyor (if necessary).

Preferably the survey should be undertaken jointly, with Samskip appointing a separate surveyor. Please note that you are not required to engage a surveyor. There are, however, benefits in engaging one. Independent cargo surveyors are professionals who are experienced in examining damaged cargo and surrounding circumstances. They may spot issues, facts or conditions which an untrained eye may miss. In addition, the surveyor can often assist in loss mitigation.

The surveyors will summarise their findings in a report, which may form the basis for your claim for compensation from Samskip. You should weigh the expense of surveyors against the benefit of their work product and expertise, and make your decisions accordingly.

4. Mitigate cargo loss

Please note that as a matter of law, you must do your utmost to mitigate your loss. Such measures may include precautions to protect the value of sound cargo by segregating the damaged cargo. Damaged outer packaging can be replaced and damaged cargo may be salvaged for sale in secondary markets. There may be alternate use for damaged goods. Repair or cure may also be possible, which may prove

more economical and timely than re-ordering the same goods.

Reasonable costs incurred in mitigation of loss may be included in your claim.

5. Collect documents and pictures

You should take pictures of the sound cargo as well as the damaged cargo (so that we may compare them). The pictures should show not only the packaging or exterior of the damaged cargo but also the damaged goods or products. You should also take pictures of the container(s)—particularly if there is container damage— including a picture showing the container number(s). You should keep these pictures as evidence in the event that it becomes necessary for you to file a formal claim.

For reefer shipments, record the temperature, humidity and ventilation settings (if applicable) as well.

6. Submit a quantified claim

Your formal claim should be submitted on your company letterhead, and include an itemised claim statement and calculation with the specific value of cargo damage or loss. It should also include the documents or items described in the table below. We refer to complete and well--supported claims as quantified claims. Claims must be send to Samskip within 60 days after the delivery or scheduled delivery.

Samskip requests...	Because it helps to...
Original transit document – POD or CMR	Identify the shipment and booking, verify receipt, check seal integrity and examine any exceptions
Survey report with original pictures	Assess the extent of damage/loss
Supplier’s commercial invoice	Validate the value of the cargo
Packing list	Validate cargo count, weight and content
Calculation of the claim amount	To match against submitted documents
Depending on the nature of your claim, we may request additional information, such as:	Because it helps to...
Salvage receipt or destruction certificate	Confirm reasonable mitigation efforts or destruction
Equipment interchange receipts	Verify container handover, check seal integrity and examine any exceptions
Export/import declaration	Corroborate cargo, quantity and/or value

Table 1: These documents may be known by different names.

7. Protect against time bar

In most cases, your claim is subject to a 1-year statute of limitations, or time bar. If your claim should remain unresolved after one year from the date of delivery (or intended delivery if the shipment was lost), you must either begin a legal proceeding against Samskip or request, in writing, to extend the time bar to begin a legal proceeding. If you fail to take either step, our obligation to handle your claim will expire.

Samskip strictly enforces this right as required by our insurance arrangement and auditing standards.

Please bear in mind that the critical event in the handling of your claim is receipt of your quantified claim—this will help us identify any other relevant facts and conduct additional investigations as needed. Once our investigation is finalized, we will evaluate the merits of your claim in the light of all relevant facts and in accordance with the terms and conditions of Samskip's contract of carriage and applicable law and/or international carriage of goods conventions. In most ordinary claims, Samskip will resolve your claim within 30 calendar days from receipt of your quantified claim.

We appreciate that some of the defences that may be invoked in our evaluation of your claim may not be common knowledge and may even sound foreign. However, cargo underwriters, surveyors and specialized claim handlers are well-versed in these provisions and will be able to deal with them efficiently and effectively. Please bear this in mind when deciding whether you should insure your cargo or not, appoint surveyor or send your claim to dedicated claim handlers.

9 STEPS SAMSKIP WILL TAKE

1. Acknowledge receipt of your claim notification.
2. Inform Samskip liability insurer and engage a surveyor, if necessary.
3. Initiate an investigation to the cause of damage.
4. Await your quantified claim.
5. Acknowledge receipt of your quantified claim and request any missing documentation from you.
6. Finalise our internal investigation
7. Evaluate the merits of your claim and the extent of Samskip's liability
8. Communicate the result of our investigation to you.
9. Ask an invoice from you to finalise the claim and arrange payment.

We trust this information will enable you to process a claim with Samskip. If you have any questions however please do not hesitate to contact your customer service coordinator or contact us at rotterdamclaims@samskip.com for Samskip Multimodal or for Samskip Logistics - claims.logistics@samskip.com.

We appreciate your patience for a timely resolution of the claim. In the mean time we emphasize our prohibition for deduction of claims in relation to freight invoices.

We thank you in advance for your cooperation.