

MARINE INSURANCE CLAIM FILING INSTRUCTIONS

Dear Valued Customer,

Please refer to page 2 of 2 of your Insurance Certificate and the paragraph entitled "IMPORTANT".

Per page 2 of 2 - In the event of loss or damage which may result in a claim under this Insurance, immediate notice must be given to the CLAIMS AGENT at the port or place where the loss or damage is discovered in order that they may examine the goods and issue a survey report at their discretion. You will find the CLAIMS AGENT contact information listed on your policy under "CLAIMS AGENT". You must file a preliminary claim immediately in writing against all Carriers and other parties in whose custody the loss or damage may have occurred. **PLEASE NOTE THAT FAILURE TO PRESERVE ALL RIGHTS AGAINST PARTIES RESPONSIBLE FOR LOSS OR DAMAGE WILL PREJUDICE YOUR CLAIM AGAINST THE ASSURERS.**

Upon taking delivery of a shipment which is believed to be damaged or short weight, also request immediate survey by Carrier, and on receipting, note upon the receipt the exact condition of shipment as received. If Carrier will not deliver unless clean receipt is given, file immediate written protest with the Carrier, describing condition of shipment as received and holding Carrier liable for any loss that may be disclosed by survey. Container and contents should be preserved in condition received until survey completed, unless further damage would result.

Insured All Risk subject to a deductible in the amount of 3% (THREE percent) of the insured value with a minimum of USD 500.00 **each claim each** automobile (excluding marring, chipping, scratching and denting if used) will be applicable and the deductible will be subtracted from the claim settlement when valid.

Please refer to pages **2 of 2** within your Marine Insurance Certificate to find outlined what you may claim under Marine Insurance.

In the event no Correspondent of the American Institute of Marine Underwriters is available at your destination, apply for survey to the Lloyd's Agent, if near to such port or place. Then send survey report and documents for adjustment to the nearest office in your country, or if none be listed, to TM Claims Service, Inc. 230 Park Ave., New York, N.Y. Survey fee must be paid by applicant, but may be included in any valid claim against these Assurers.

To facilitate adjustment of loss, promptly collect at least the following documents:

- 1) Original policy / certificate of Insurance as emailed to you
- 2) Subrogation letter request
- 3) Copy of Shipping Invoice
- 4) Origin Inspection Report
- 5) Survey Report or other documentary evidence to show the extent of the loss or damage (i.e, inspection form, photos, etc.,)
- 6) Delivery receipt completed at time of delivery / pick up showing the damages claimed at time of pick up or delivery
- 7) Landing account and weight notes at final destination
- 8) Estimate of Repairs (when in another language – translation into English must be provided)
- 9) Photographs of all damage being claimed - photos must clearly show the damage and the location of the damage being claimed.
- 10) Ocean Bill of Lading
- 11) Correspondence exchanged with the Carriers and other parties regarding their liability for the loss or damage.

It is very important that you take a moment to read your Marine Insurance Certificate in its entirety.

We hope the above information is helpful and if you have any questions or need assistance in filing your claim, please feel free to contact us or TM CLAIMS SERVICE, INC. directly.

Sincerely yours,
Trans Global Auto Logistics, Inc.
Tel: 972 602 1670
Email: claims@tgal.us