



CUSTOMER CARGO CLAIMS PROCEDURE

WHAT TO DO WHEN TAKING DELIVERY OF CARGO

- Cautiously open the right side door. Cargo that is not secured properly may sometimes fall out.

WHAT TO DO IF CARGO DAMAGE IS DISCOVERED?

- Contact INTERBAI as soon as you discover damages to your cargo. Not doing so can jeopardize your right to compensation. Make sure you give notice of damages or loss in writing to claims@interbai.hn, even if you have contacted INTERBAI by telephone (+504 3222-2726).
- Contact your cargo insurance underwriter.
- Take photos of the alleged damage to packaging, the alleged damage to the actual cargo, and the alleged damage to the container.
- Take photos and call for a survey.
- Separate the damaged cargo and decide if a loss has actually occurred. Ask, "do I have enough damage to file claim?" do I want to file a claim?
- Minimize your loss. You have a responsibility to your underwriter and under the terms of the purchase order, to limit the loss if at all possible. This would be done by salvage sale, cleaning or repackaging the cargo.

WHAT TO DO IF THERE IS A CARGO SHORTAGE?

- Make sure that the seal list is in place and, note the seal number attached to the container (photograph the seal).
- Contact us immediately by e-mail claims@interbai.hn.
- Take photographs of any empty voids in the container.
- Provide us with copy of the shipment related documentation.



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HOW DO I FILE A CLAIM?

What documents are needed to file a claim?

To process your claim in as prompt a manner as possible, it is important that the claimant provide the appropriate documentation. Claim documentation should be English or translated in English whenever possible to ease their analysis by INTERBAI claims department.

Listed below are types of documents needed:

- Formal notice of claim that is detailed and itemized.
- Copy of the shipping line bill of lading, both front and back.
- Certified commercial invoice of what your cost is of the damaged cargo, as per conclusion of the survey report issued.
- Packing list.

- Delivery receipt/EIR.
- Warehouse receiving records (devanning tally).
- Survey report with color photos of damaged cargo.
- Salvage receipts or certificate of destruction.
- Proof of loss.
- Any other documents that will substantiate your claim.

Once you have completed your file to present for claim, please send it to us. Your claim shall then be transmitted to the INTERBAI claims department for study. As a reminder, claim must be logged within (7) days from the date of delivery or when delivery should have taken place. **After this period,** claim will become time barred. Refer to contract terms.

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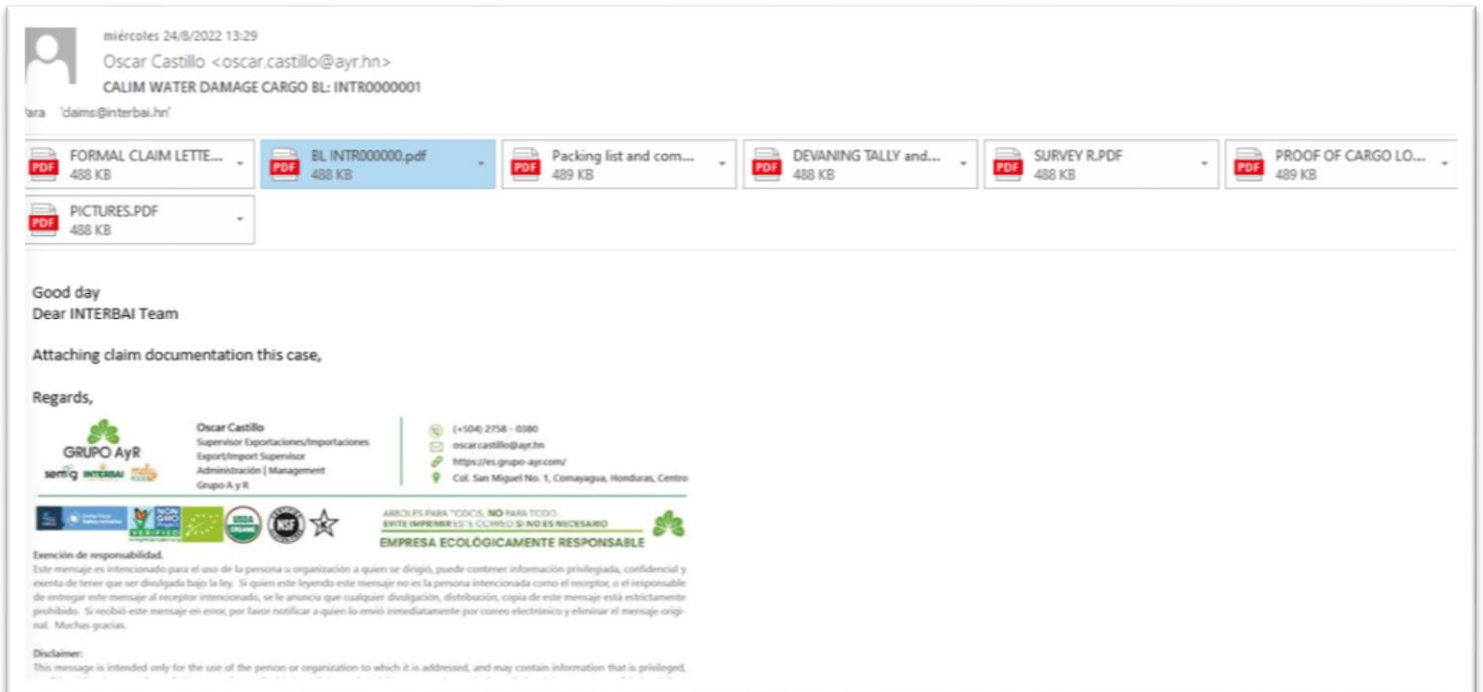


EXAMPLE MAIL:

Subject = "CLAIM" + Type of Claim + BL NUMBER

Type of Claim = Product Damage, Infestation, Foreign Object

*Size of attachments should not exceed 10 MB



Interbai Agroindustrial S. de R.L. de
C.V.
Comayagua, Honduras
(+504 3222-2726)
claims@interbai.hn
<https://es.interbaiagroindustrial.com/>