

# CARGO CLAIM PROCEDURE

Claim notifications and claim submissions can be filed directly with Seven Seas Insurance Company via:

**Website:** [sevensseasins.com](http://sevensseasins.com)

**Email:** [claims@sevensseasins.com](mailto:claims@sevensseasins.com)

**Mail:** 501 Avenue P, Riviera Beach, FL 33404

## Prompt Notification

The transportation carrier and the insurance company must receive prompt notification of physical loss or damage. If the damage is discovered at the time of delivery, make a notation on the receipt and keep a copy for your files.

- Notification of concealed damage must be reported within 3 business days of delivery, or as detailed in the policy terms.
- Notification of shortages must be reported within 1 business day of delivery, or as detailed in the policy terms.

Always refer to the terms and conditions of the policy for specific information.

## CLAIM SUBMISSION

The following information constitutes the complete claim package to be submitted by the Assured to Seven Seas Insurance:

- Completed carrier claim form
- Bills of lading and/or Waybills
- Delivery receipts)
- Invoices(s) with the actual items) damaged and/or short delivered highlighted
- Repair estimates - more than one may be required
- Original independent survey when applicable
- Out-turn report (s), if applicable
- Photograph(s), close up and distant

Damaged goods must be retained for presentation at the time of settlement.

Additional information may be required by Seven Seas Insurance Company.

Seven Seas Insurance shall endeavor to pay claims received with proper documentation within thirty calendar days after proof of loss, proof of insurable interest, and adjustment thereof.

Any person who knowingly and with intent to injure, defraud, or deceive any insurer files a statement of claim or an application containing any false, incomplete, or misleading information is guilty of a felony of the third degree.