

Höegh Autoliners Cargo Claims Handling Process

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

What to do when you receive your cargo with damage or loss?

- 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 damage or loss must be submitted in writing immediately upon receipt of cargo, or within three (3) days from the date of delivery in case of non-apparent damage or loss, 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 or Serial 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 when necessary.
 - 4) **Mitigate cargo loss.** Take reasonable measures to protect your cargo and its value for the purpose of loss mitigation. Ensure that the cargo does not incur storage costs if removal of cargo from the terminal is the more reasonable option under the circumstances.

What to do when filing a claim with Hoegh Autoliners?

If you have not insured your cargo, you may file a documented claim by submitting a completed [Claim Form](#) together with the following documents:

- i) Copy of Höegh Autoliners AS original Bill of Lading or Sea Waybill (both front and back side).
- ii) detailed repair invoice/s for any repairs/expenses incurred or itemized estimate of repair costs.
- iii) Copy of original commercial invoice and packing list.
- iv) A signed dock receipt or delivery record/ receipt issued by the stevedore or terminal at load port, indicating pre-shipment cargo condition.
- v) A signed delivery record/receipt issued by the stevedore or terminal at discharge port.
- vi) Survey report, if the cargo has been subjected to inspection.
- vii) 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 period set in the Bill of Lading or Sea Waybill 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. Analyze 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.



HÖEGH AUTOLINERS

Date: _____

LOSS/DAMAGE CLAIM FORM

Claimant Details:

Company Name: _____

Email Address: _____

Contact Person: _____

Phone No.: _____

Shipment Details:

Bill of Lading No.: _____

Vessel/Voyage: _____

Time/ Date of Loss: _____

Detailed Claim Description

VIN/Chassis/Serial No.	Vehicle Part	Damage Type	Claim Amount
Total Claim Amount (kindly indicate the currency)			

The following documents should be submitted in support of this claim:

	Copy of the Bill of Lading or Sea Waybill issued by Höegh Autoliners AS or their authorized Agent
	Detailed repair invoice/s for any repairs/expenses incurred or itemized estimate of repair costs.
	Signed delivery record/receipt issued by the stevedore or terminal at discharge port.
	Signed dock receipt or delivery record/ receipt issued by the stevedore or terminal at load port, indicating pre-shipment cargo condition.
	Copy of original commercial invoice and packing list.
	Copy of duly signed subrogation release form/authority letter proving your title to file the claim on behalf of the cargo receiver, if you are not the consignee indicated in the Bill of Lading.
	Survey report, if the cargo has been subjected to inspection.
	Original photographs or other documentary evidence to show the extent of the damage/loss, if available.

Additional Information: _____

Without prejudice and with full reservation of all of Höegh Autoliners' rights, remedies, and defenses available under the applicable charter party, bills of lading, statutes and/or rules of law, none of which are to be regarded as having been waived.