

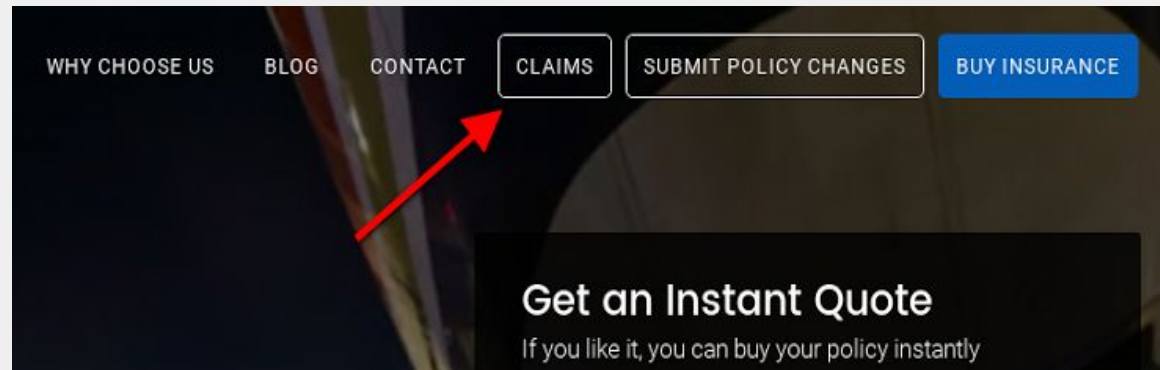
Part 1: How to File a Claim

In just five easy steps you can submit your claim to Cargocert.com. Let's get started with a few housekeeping items to make the process as easy as possible for you. Before beginning the below steps, please be sure to scan or take photos of all damaged goods, shipping documents, commercial invoices, and other evidence in support of your claim so that you will have everything you need to quickly and easily open your claim file with complete information so that we can resolve it for you as quickly as possible.

STEP 1:

Filing / Opening a Claim

Go to www.cargocert.com and locate the 'CLAIMS' button which is located on the top menu bar of the homepage.



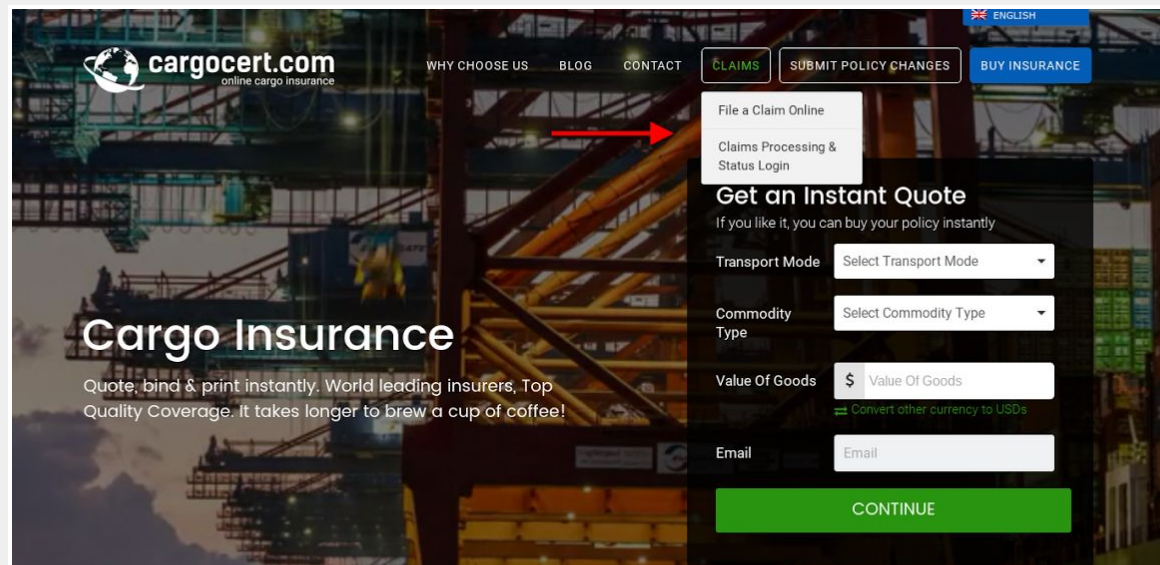
STEP 2:

Select 'File a Claim Online'

Once you have selected claims from the menu bar you will be presented with two options:

File a claim or Claims Processing & Status Login.

For filing of a new claim you select "File a Claim Online".

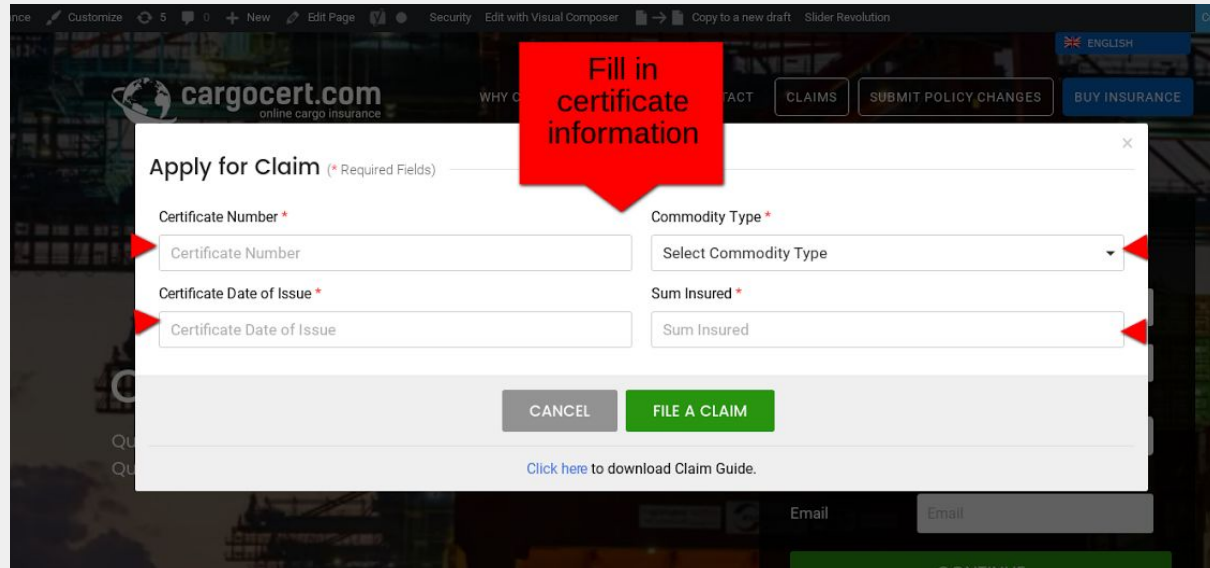


STEP 3:

Enter Unique Identifier Info

Applying for a claim is easy. You simply enter in the unique identifiers from your cargo insurance purchase to access the file: Certificate number, commodity type, date of issuance and sum insured.

**Note the certificate number is the 5 digit number after the year. For example, certificates are numbered as 2017-00001. The certificate number on this certificate would be 00001.*



The screenshot shows a web browser window with the 'cargocert.com' website. A modal window titled 'Apply for Claim (* Required Fields)' is open. A red callout box with the text 'Fill in certificate information' points to the input fields. The form contains the following fields:

- Certificate Number *
- Certificate Date of Issue *
- Commodity Type *
- Sum Insured *

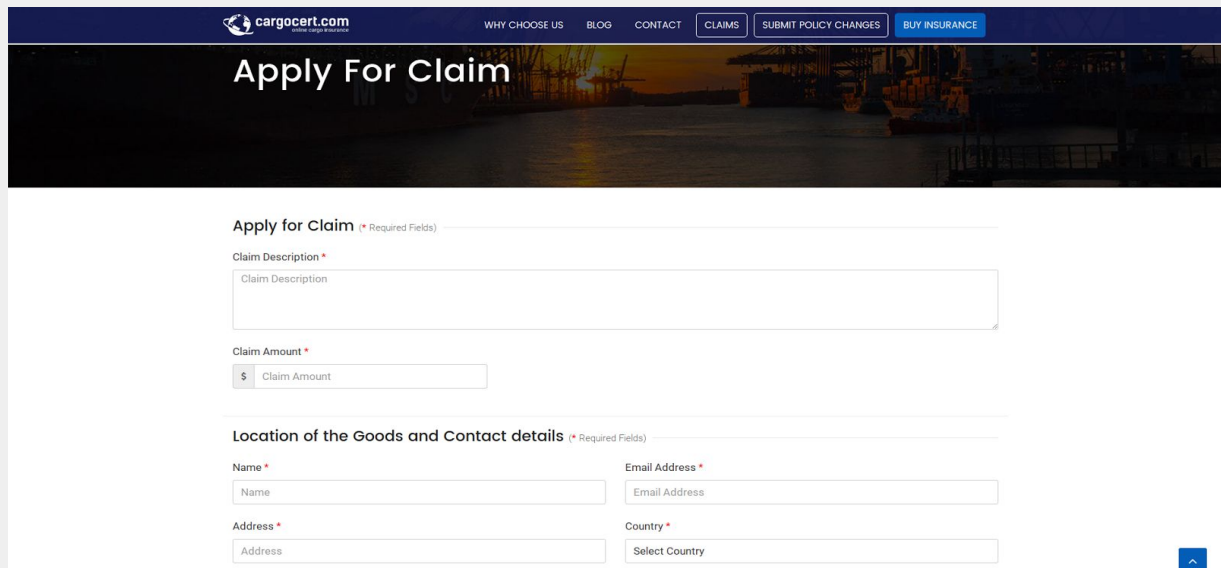
At the bottom of the form are 'CANCEL' and 'FILE A CLAIM' buttons, and a link to 'Click here to download Claim Guide.' The background shows the website's navigation menu with 'CLAIMS', 'SUBMIT POLICY CHANGES', and 'BUY INSURANCE' buttons.

STEP 4:

Provide Basic Claim Info

Once you have opened the claim file the system will ask for more specific details in regards to the loss.

Make sure to fill out as much as possible, including photos of damage and transit documents, so that the claims adjuster can expedite your claim payment without having to ask any additional questions.



The screenshot shows the 'Apply For Claim' form on the website. The form is titled 'Apply for Claim (* Required Fields)' and contains the following sections and fields:

- Claim Description ***: A text area for 'Claim Description'.
- Claim Amount ***: A text input field with a '\$' symbol and 'Claim Amount' label.
- Location of the Goods and Contact details (* Required Fields)**:
 - Name ***: Text input field.
 - Email Address ***: Text input field.
 - Address ***: Text input field.
 - Country ***: Select Country dropdown menu.

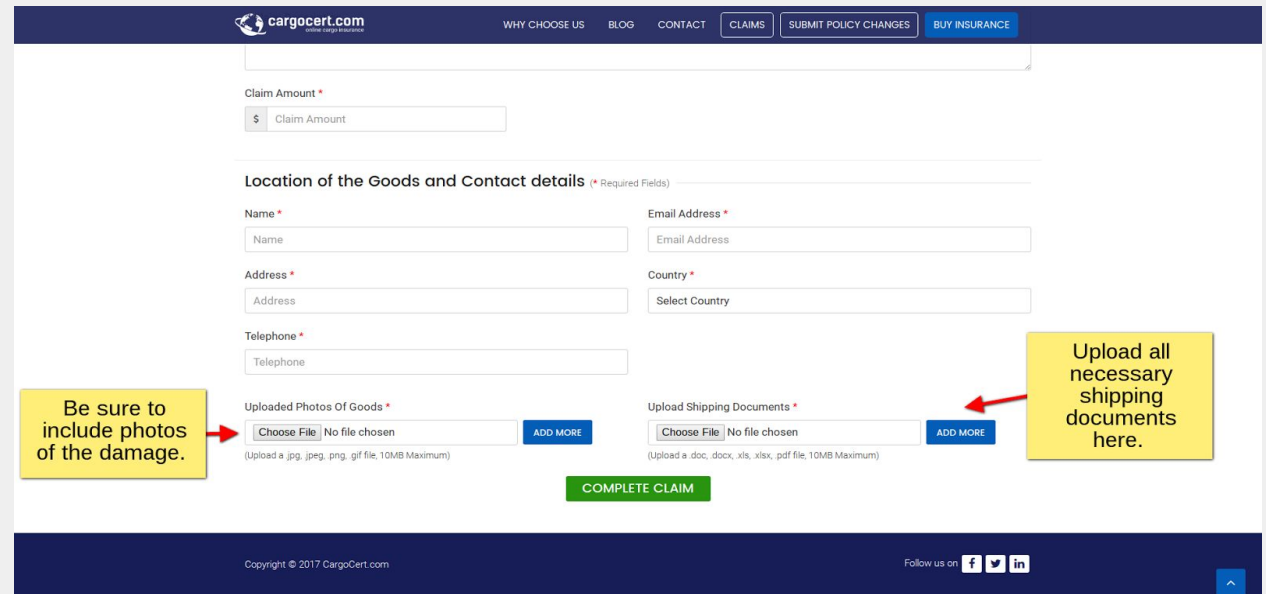
The background shows the website's navigation menu with 'CLAIMS', 'SUBMIT POLICY CHANGES', and 'BUY INSURANCE' buttons.

Step 5:

Upload Claim Supporting Docs

Be sure to upload photos of the damages on the bottom left upload field and likewise, to upload you shipping documents, invoices, and packing lists on the right side.

Without these items we cannot adjust a claim so your cooperation in providing these from the beginning will help us to resolve your claim quickly.



Claim Amount *

\$ Claim Amount

Location of the Goods and Contact details (* Required Fields)

Name *
Name

Email Address *
Email Address

Address *
Address

Country *
Select Country

Telephone *
Telephone

Uploaded Photos Of Goods *
Choose File No file chosen ADD MORE
(Upload a .jpg, .jpeg, .png, .gif file, 10MB Maximum)




Upload Shipping Documents *
Choose File No file chosen ADD MORE
(Upload a .doc, .docx, .xls, .xlsx, .pdf file, 10MB Maximum)

COMPLETE CLAIM

Be sure to include photos of the damage.

Upload all necessary shipping documents here.

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That's all it takes to open your claim file!

Once you have completed the requested claim information, uploaded the photos of damage, and added the transportation documents your claim will be sent to adjusters for processing. You will see a 'Thank You' page and soon after receive an email confirmation from the cargocert.com team as evidence of your claim submission. Your claim is now active!

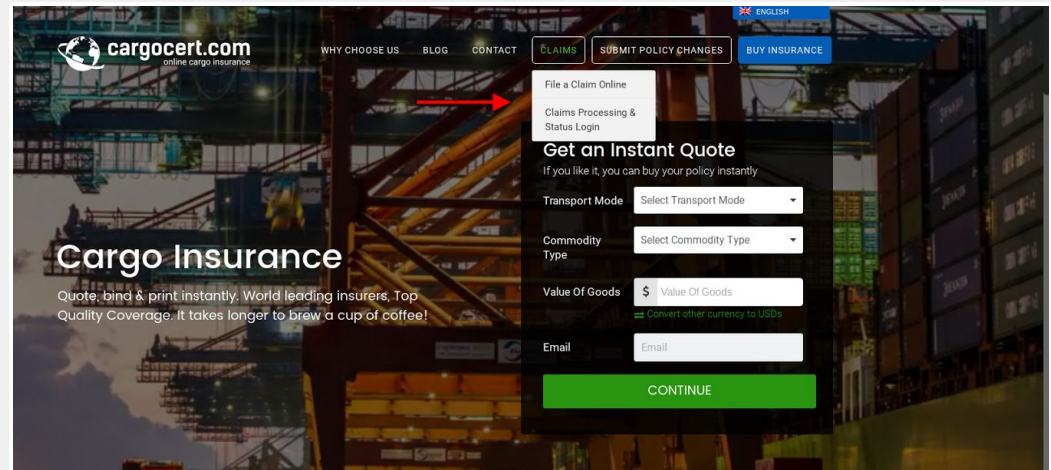
Part 2: Checking Your Claim Status

After you have filed your claim, your adjuster may request additional supporting documentation, ask questions, or otherwise communicate with you via your claim as the follow the procedures required to resolve your claim. Please answer promptly as many times your adjuster may not be able to proceed further without your input and cooperation. The faster you can help them finalize your file, the faster it will be resolved - that is in both your and our best interest!

Step 1: Logging into your claim file

Once you have an active claim on file, you may return to the claims portal at any time and we highly recommend that you do so frequently to ensure prompt claims handling.

You can use this portal to check on the status of your claim, to communicate with your adjuster, and to provide any additional documentation or support of your claim that the adjuster may require.

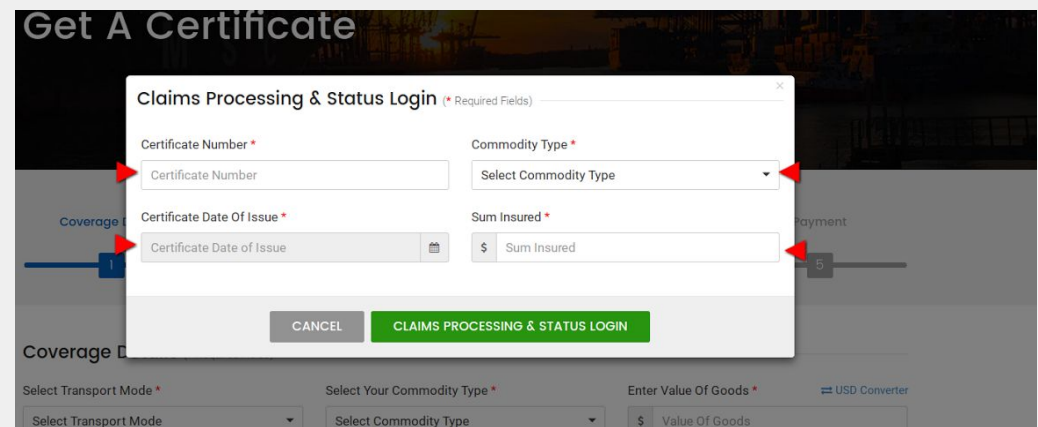


Step 2: Logging into your claim file

Once you have selected 'Claims Processing and Status Login' you will be prompted to enter 4 unique identifiers that only you should have.

1. Certificate Number
2. Commodity Type
3. Certificate Date of Issue
4. Sum Insured

All of these items are located on your certificate of insurance. If you need a copy of your certificate please go to our homepage and click on 'resend my certificate' which will send it to you again.



Part 3: Working with your adjuster to resolve your claim

Always remember that your adjuster has not seen your goods and must work with photos and documentation in order to adjust your claim. Therefore, your cooperation and support are a crucial part of a successful claim experience. If your adjuster is missing documents, images, invoices, repair quotes, or other necessary claim support - they will advise you via the site. They depend on you to help them resolve your claim so please check regularly and provide any needed items swiftly!

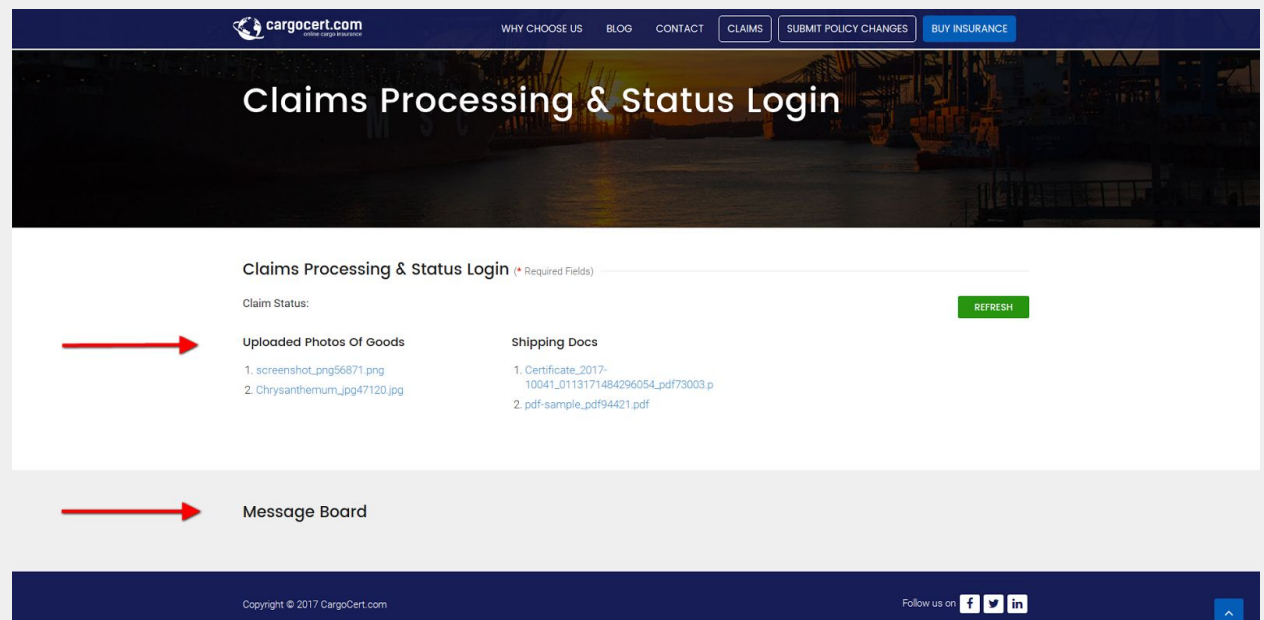
Inside your claim Portal

Once you enter the Claims Processing & Status Login area you are greeted with a recap of your previously submitted documents.

Here you can see any notes or comments from the adjuster on the file via the message board. If you have any questions on your claim you may enter them here to interact with the claims team.

Please submit all required documents here on the site, and use the message board to communicate with your adjuster. Your adjuster is required to document all interactions and thus we prefer that you communicate with us online.

If you do need to speak with your adjuster, the call will be recorded and later added to this claims file.



The screenshot shows the 'Claims Processing & Status Login' page. At the top, there is a dark blue navigation bar with the Cargocert.com logo and links for 'WHY CHOOSE US', 'BLOG', 'CONTACT', 'CLAIMS', 'SUBMIT POLICY CHANGES', and 'BUY INSURANCE'. Below the navigation bar is a large banner image of a warehouse interior with the text 'Claims Processing & Status Login' overlaid. The main content area is white and contains a form titled 'Claims Processing & Status Login (* Required Fields)'. The form has a 'Claim Status:' label and a green 'REFRESH' button. Below this, there are two columns of document uploads. The first column is 'Uploaded Photos Of Goods' with a red arrow pointing to it, listing '1. screenshot_png56871.png' and '2. Chrysanthemum_jpg47120.jpg'. The second column is 'Shipping Docs' with a red arrow pointing to it, listing '1. Certificate_2017-10041_0113171484296054_pdf73003.p' and '2. pdf-sample_pdf94421.pdf'. At the bottom of the page, there is a dark blue footer with 'Copyright © 2017 Cargocert.com' on the left, 'Follow us on' with social media icons for Facebook, Twitter, and LinkedIn in the center, and an upward-pointing arrow icon on the right.