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MarshCargo.com for Global Online Cargo Claims Reporting Fact Sheet

MarshCargo.com's claim reporting functionality is an efficient and effective way to report a cargo claim or incident, even if you have not created a Certificate of Insurance for the shipment on MarshCargo.com. The convenience of MarshCargo.com's 24/7 claims notification facility allows you or your customers to report a claim quickly and securely anywhere in the world. Your Marsh claims representative, broker, and any other designated recipient(s) are immediately notified by email once the First Notice of Loss (FNOL) report has been submitted.

## Add Documentation and Review Progress

Once reported, the status of each claim can be monitored online including access to correspondence, documentation, or survey reports. Documents required to process your claim can be uploaded and reviewed online by yourself, your customers, or any other individuals that are party to the claim, while access to sensitive documentation can be restricted to only those parties needing access.

Create Real-Time Claims Reports

Real-time loss histories and other reports can be quickly generated using MarshCargo.com's claims reporting functionality, although we recommend that you discuss these with your Marsh Claims representative before acting on any reports.

MarshCargo.com unites all parties of the claims process to help ensure the smooth, efficient, and comprehensive handling of your claims.
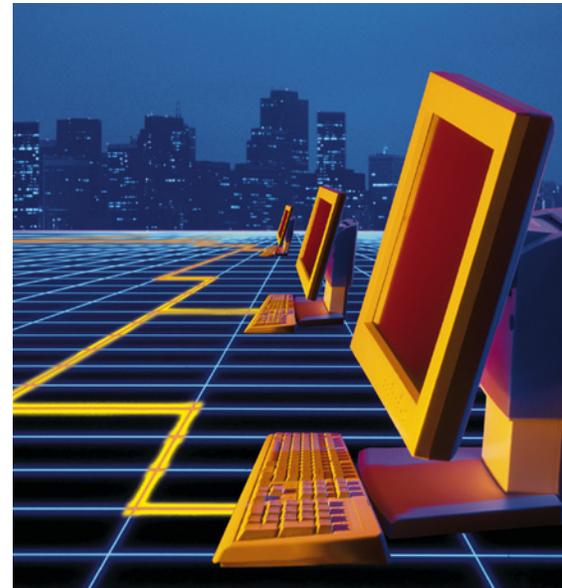
To use MarshCargo.com to report a claim, simply follow the steps below:

1. **Access MarshCargo.com through your internet connection**

   A. If you have a User ID and Password for MarshCargo.com enter them in the fields on the left and click the "Log On" button. Then select "Claims – Report a Loss" from the menu.

   B. If you do not have a User ID click the "Report a Claim" link.

2. Complete the 4 step "First Notice of Loss" online questionnaire. The following is a high level overview of the information required:

   A. Claimant details (name and contact information);

   B. Basic cargo policy details (policy number);

   C. Basic loss details (date of loss, estimated amount of loss, and a brief description of the loss); and

   D. Basic voyage information and the current location of the cargo.

3. After you have submitted the FNOL to expedite the claims process, you can attach documents that are relevant to the claim, such as the Bill of Lading, a copy of the Certificate of Insurance, or the Commercial Invoice and Packing List.

For additional details or comprehensive instructions regarding MarshCargo.com's claims functionality contact your local Marsh representative.
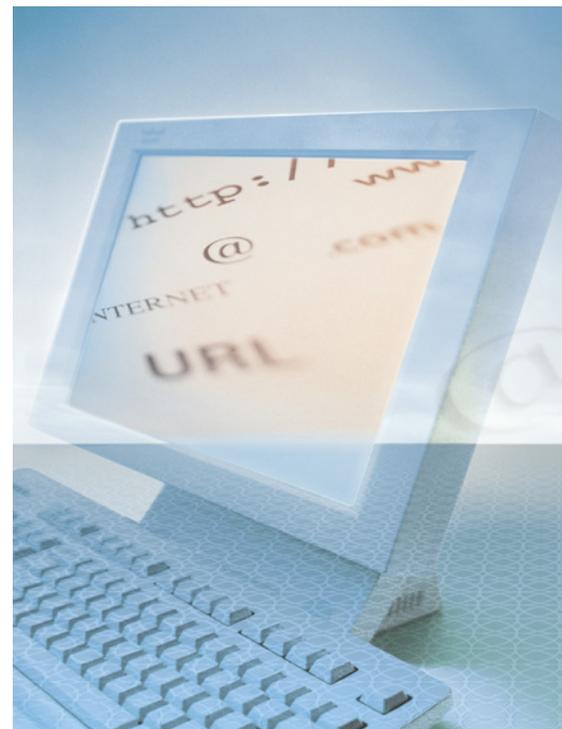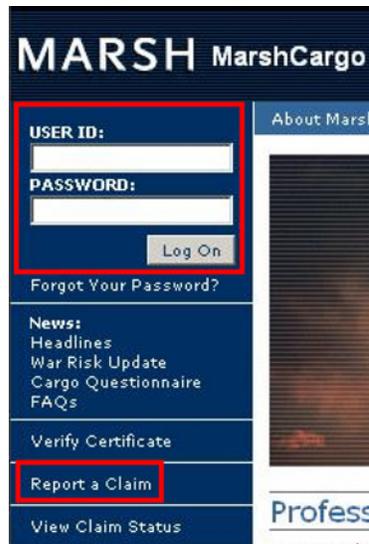
The information contained in this publication provides only a general overview of subjects covered, is not intended to be taken as advice regarding any individual situation, and should not be relied upon as such. Insureds should consult their insurance and legal advisors regarding specific coverage issues. All insurance coverage is subject to the terms, conditions, and exclusions of the applicable individual policies. Marsh cannot provide any assurance that insurance can be obtained for any particular client or for any particular risk.

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