

Cargo Claims Frequently Asked Questions

What are the system requirements for the cargo claims portal?

The following browsers & operating systems are supported:

- Microsoft Edge Chromium
- Mozilla Firefox
- Google Chrome
- Apple Safari (Mac OS X)
- Microsoft Windows 10
- Microsoft Vista
- Mac OS X

Do I need to be signed in for the Cargo Claims Portal?

- No, you do not need a sign-in.

How our Cargo Claims Portal will benefit you and all your customers?

- E-submission with an efficient claim process
- Submit your claim in just a few steps.
- Immediate confirmation of receipt by email.
- Providing 24/7 online submission.
- Paperless processes.

Can I still submit claims via emails / letters?

- We strongly recommend using the Cargo Claims Portal for all claims submission as the digital channel allows us to respond to you faster, and has additional features such as instant confirmation of receipt. Submitting claims via other channels will lead to longer handling time.

How do I report a new claim?

- All new claims should be reported online.
- On the home page > Manage Your Shipment
- Select the claim form (Preliminary Claim Form or Formal Claim Form)
- Choose the shipment type (e.g. Cargo) in the dropdown menu and Submit
- Then you will be directed to the respective form to start filing your claim.
- Once submitted, you will receive a reference number (Case ID PC-xxxxxxx or FC-xxxxxxx) for record.

What is the difference between preliminary claim and formal claim?

- Preliminary claim is to preserve the rights of the claimant to recover damages from the carrier under the applicable legal regime.
- Formal claim is a properly supported and documented claim made by the person having a right of claim under the contract of carriage which is presented to the carrier.

Is there any time limit for the submission of cargo claims?

- A preliminary claim and formal claim must be filed to the carrier within the time limits set out in the Warsaw Convention or the Montreal Convention (whichever applies), also mentioned in our Conditions of Contract. Further information is also available in our General Conditions of Carriage for Cargo (more specifically in Articles 13.2 and 13.3).
- Any claim presented beyond these time limits will not be accepted by the carrier.

Where can I find the General Conditions of Carriage for Cargo?

- The General Conditions of Carriage for Cargo can be found in Help & Support > Shipment Terms & Conditions.

I want to make some changes to the claim after submission, what can I do?

- Please contact our local cargo office.