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## Preliminary Claim User Guide (Cargo)

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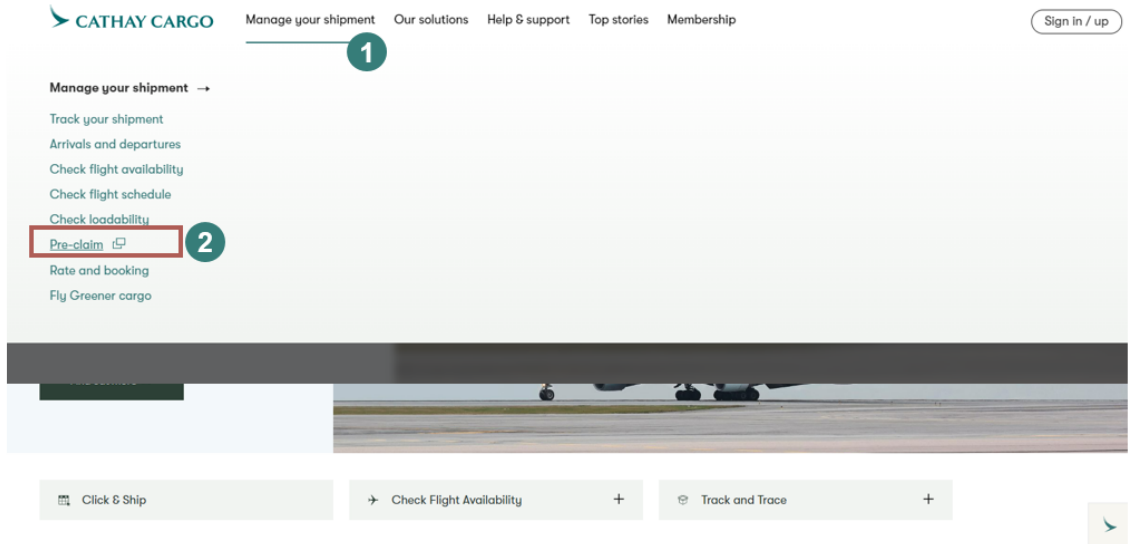


1. Access from cathaycargo.com
2. Access from ezycargo.com
3. Preliminary Claim – Cargo
4. Claim Acknowledgment

# 1. Access from cathaycargo.com



1. Go to "Manage Your Shipment"

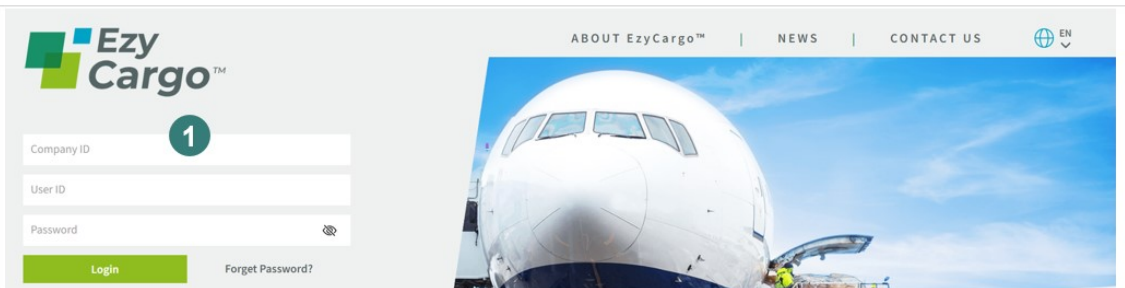


2. Select "Pre-claim"

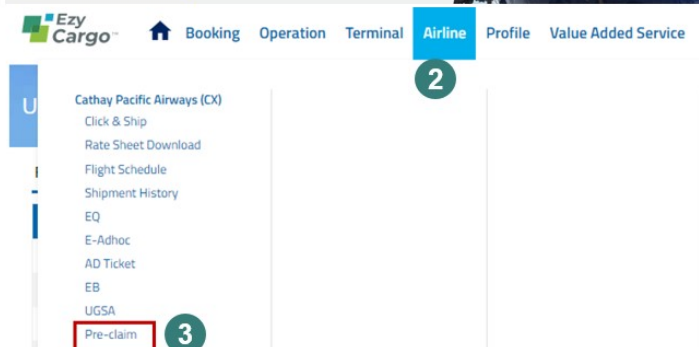
# 2. Access from ezycargo.com



1. Log in with Company ID, User ID and Password



2. Go to "Airline"



3. Select "Pre-claim"

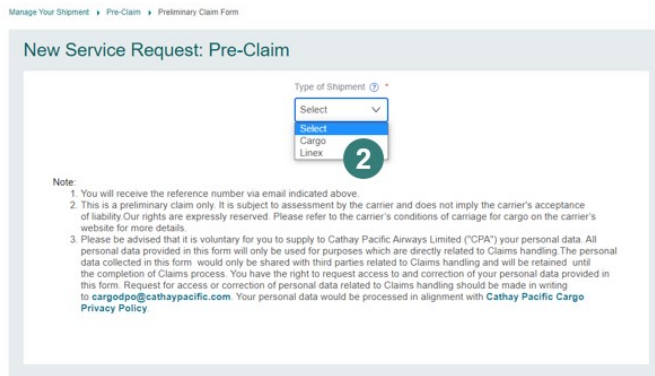
### 3. Preliminary Claim - Cargo



1. Select **“Preliminary Claim Form”**



2. Select **“Cargo”**

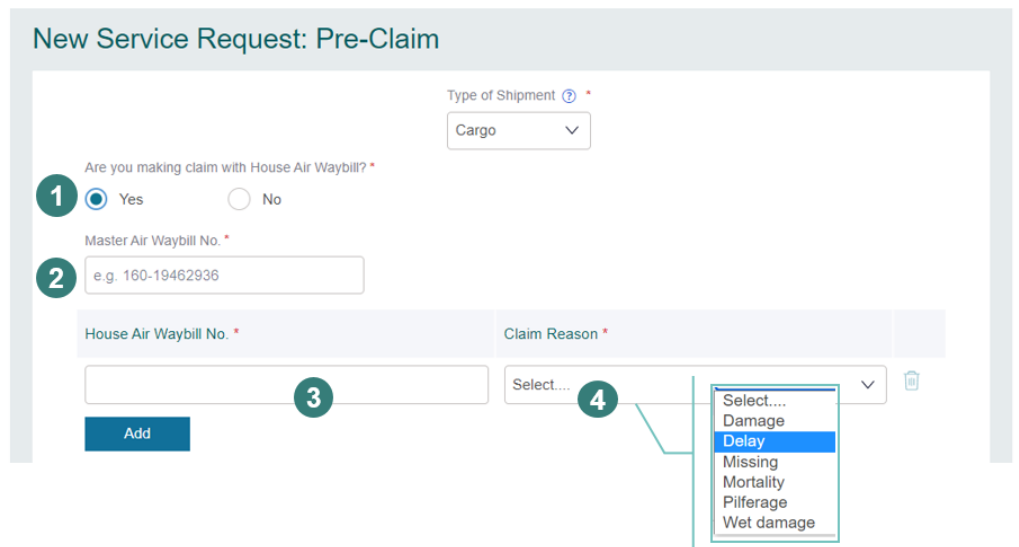


### Cargo (with House Air Waybill)



1. Choose “Yes” for claim with House Air Waybill
2. Enter Master Air Waybill Number
3. Enter House Air Waybill Number
4. Select Claim Reason

*Note:*  
 • Fields with (\*) are mandatory to fill in



# Cargo (without House Air Waybill)



1. Choose "No" for claim without House Air Waybill
2. Enter Master Air Waybill Number
3. Select Claim Reason

**Note:**

- Fields with (\*) are mandatory to fill in

### New Service Request: Pre-Claim

Type of Shipment ⓘ \*

Cargo

Are you making claim with House Air Waybill? \*

Yes   
  No   
 1

Master Air Waybill No. \*

e.g. 160-19462936

2

Claim Reason \*

Select....

3

Select....

Damage

Delay

Missing

Mortality

Pilferage

Wet damage

# Preliminary Claim - Cargo



1. Enter Description of Loss/Damage
2. Enter Customer Reference Number
3. Enter Claimant Name & Email Address
4. Claim Submission

**Note:**

- Fields with (\*) are mandatory to fill in

Description of Loss/Damage

Remaining: 2000 characters

Customer Reference No.

Claimant Name \*

e.g. ABC COMPANY

3

Email Address \*

Confirm your email address \*

**Note:**

1. You will receive the reference number via email indicated above.
2. This is a preliminary claim only. It is subject to assessment by the carrier and does not imply the carrier's acceptance of liability. Our rights are expressly reserved. Please refer to the carrier's conditions of carriage for cargo on the carrier's website for more details.
3. Please be advised that it is voluntary for you to supply to Cathay Pacific Airways Limited ("CPA") your personal data. All personal data provided in this form will only be used for purposes which are directly related to Claims handling. The personal data collected in this form would only be shared with third parties related to Claims handling and will be retained until the completion of Claims process. You have the right to request access to and correction of your personal data provided in this form. Request for access or correction of personal data related to Claims handling should be made in writing to [cargodpo@cathaypacific.com](mailto:cargodpo@cathaypacific.com). Your personal data would be processed in alignment with [Cathay Pacific Cargo Privacy Policy](#).

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Submit

## 4. Claim Acknowledgment



After submission, you will find the confirmation details with designated Case ID on the following page.

### Confirmation Details

 Thank you for your submission.

You may start a new Pre-claim by clicking this button

[Start a new Pre-Claim](#)

Master Air Waybill No. :  
Received Date:

House Air Waybill No.	Claim Reason	Case ID
		PC-

Note: This is a preliminary claim only. It is subject to assessment by the carrier and does not imply the carrier's acceptance of liability. Our rights are expressly reserved. Please refer to the carrier's conditions of carriage for cargo on the carrier's website for more details.