



Preliminary Claim User Guide (Linex)

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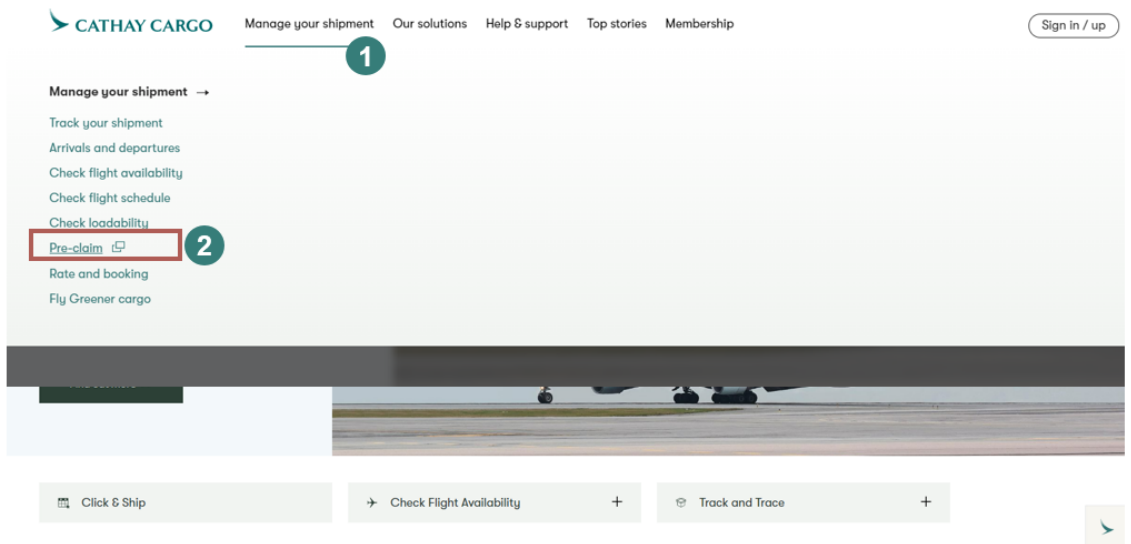


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1. Access from cathaycargo.com
 2. Access from ezycargo.com
 3. Preliminary Claim – Linex
 4. Claim Acknowledgment

1. Access from cathaycargo.com



1. Go to "Manage Your Shipment"

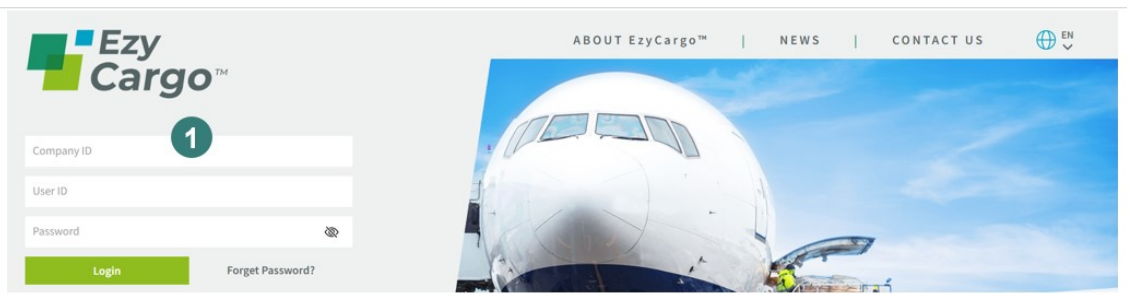


2. Select "Pre-claim"

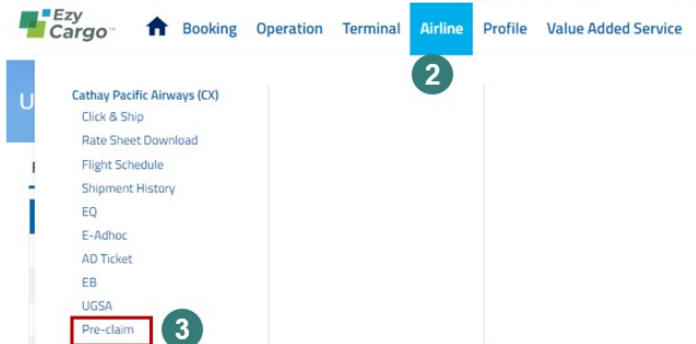
2. Access from ezycargo.com



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



2. Go to "Airline"



3. Select "Pre-claim"

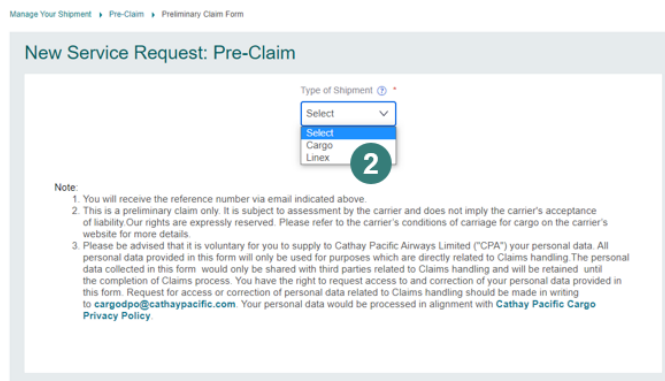
3. Preliminary Claim - Linex



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



2. Select **“Linex”**



Preliminary Claim - Linex



1. Enter Linex Number
2. Enter Master Air Waybill Number
3. Select Claim Reason
4. Enter Tag Number(s)
5. Enter Courier Accounting Document Number
6. Select Origin & Destination
7. Enter Segment Origin & Destination, Flight Number and Flight Date

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

Preliminary Claim - Linex



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

Note:

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

Description of Loss/Damage

1

Remaining: 2000 characters

Claimant Name * Email Address * Re-enter your email address *

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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. Your personal data would be processed in alignment with [Cathay Pacific Cargo Privacy Policy](#).

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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

Linex No.:

Master Air Waybill No.:

Received Date:

Case ID:

Claim Reason:

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.