

SHIPLILLY LATAM SRL

PROCEDURES FOR FILING CARGO CLAIMS

If cargo is damaged while the merchandise is in the custody of ShipLilly LATAM, we want to strive to minimize any inconvenience this may cause you. For this purpose, we have prepared the following procedure for your ease and ours in the handling, attention and response to your claim: The following are the steps to follow:

- 1) Immediately notify your insurance cargo provider.
- 2) Contact the office with which you made the booking and / or the ShipLilly LATAM Agent where the loss or damage of the cargo is found (POD). Please note that the first notice of claim must be submitted in writing within three (3) days from the date of delivery in accordance with the terms and conditions of the bill of lading.

To help ShipLilly LATAM officials identify the shipment, please include the following details in your notification to us:

- a) Bill of lading number.
- b) Vessel, voyage and date of arrival of the cargo at the port of destination.
- c) Container number and seal in which the cargo damage occurs
- d) A brief description of the nature of the cargo damage.

3) Hire a surveyor if necessary to review cargo damage. Make sure any comments on the condition of the container for obvious damage are documented before removing the cargo from the terminal. A joint physical inspection can be organized where a ShipLilly LATAM representative also attends, preferably before removing the cargo from the container, or before being removed from the port terminal facilities if it is a loose cargo.

Note: Joint inspection can be coordinated with local agents when necessary.

4) Mitigate pressure drop. Take all reasonable measures to protect your cargo and its value for the purpose of mitigating losses.

5) If you have not insured your cargo (which is at your own risk and expense), you must report it under the gravity of oath, and you can submit a documented claim by sending:

- a) Description of the damage and amount claimed
- b) Breakdown of claim amount accompanied by detailed repair invoices for any repairs / expenses incurred or detailed estimate of repair costs or loss of merchandise
- c) Copy of the original ShipLilly LATAM BL on both sides (both front and back)
- d) Copy of original commercial invoice and packing list
- e) Evidence that proves the status of the cargo before shipment
- f) Receipt of payment of freight
- g) Inspection report with original photographs or other documentary evidence to show the extent of damage / loss
- h) Terminal exit passes
- I) Other supporting documents, if applicable.



ShipLilly LATAM's cargo claims team will handle and process cargo claims worldwide. Send the claim with the aforementioned documents by email or courier to:

Email: cargoclaims@shiplillylatam.com

Or to the following address:

Main avenue Cocosolito Bodega D10 and D11 Colon Free Zone, Panama

Note: Please note that all claims and / or notices of loss or damage must be submitted within the time period established in the Bill of Lading and / or applicable law.

ShipLilly's Claims Department will proceed to:

1. Acknowledge receipt of the notification of your claim;
2. Appoint an official to investigate the cause of the damage / loss;
3. Analyze the documentation presented to support the claim and eventually request additional documentation and / or clarifications
4. Evaluate the merits of your claim and the scope of ShipLilly LATAM's responsibility according to the terms and conditions of the bill of lading.

Note: International conventions limit carrier liability and establish certain limits to any potential recovery.

5. Inform the claimant of any finding related to the cause of the damage / loss and submit a settlement offer or reject the claim, as appropriate.

Estefany M. Garzon A.
OPERATIONS MANAGER
SHIPLILLY LATAM S.R.L