



**MSC EXTENDED  
PROTECTION**

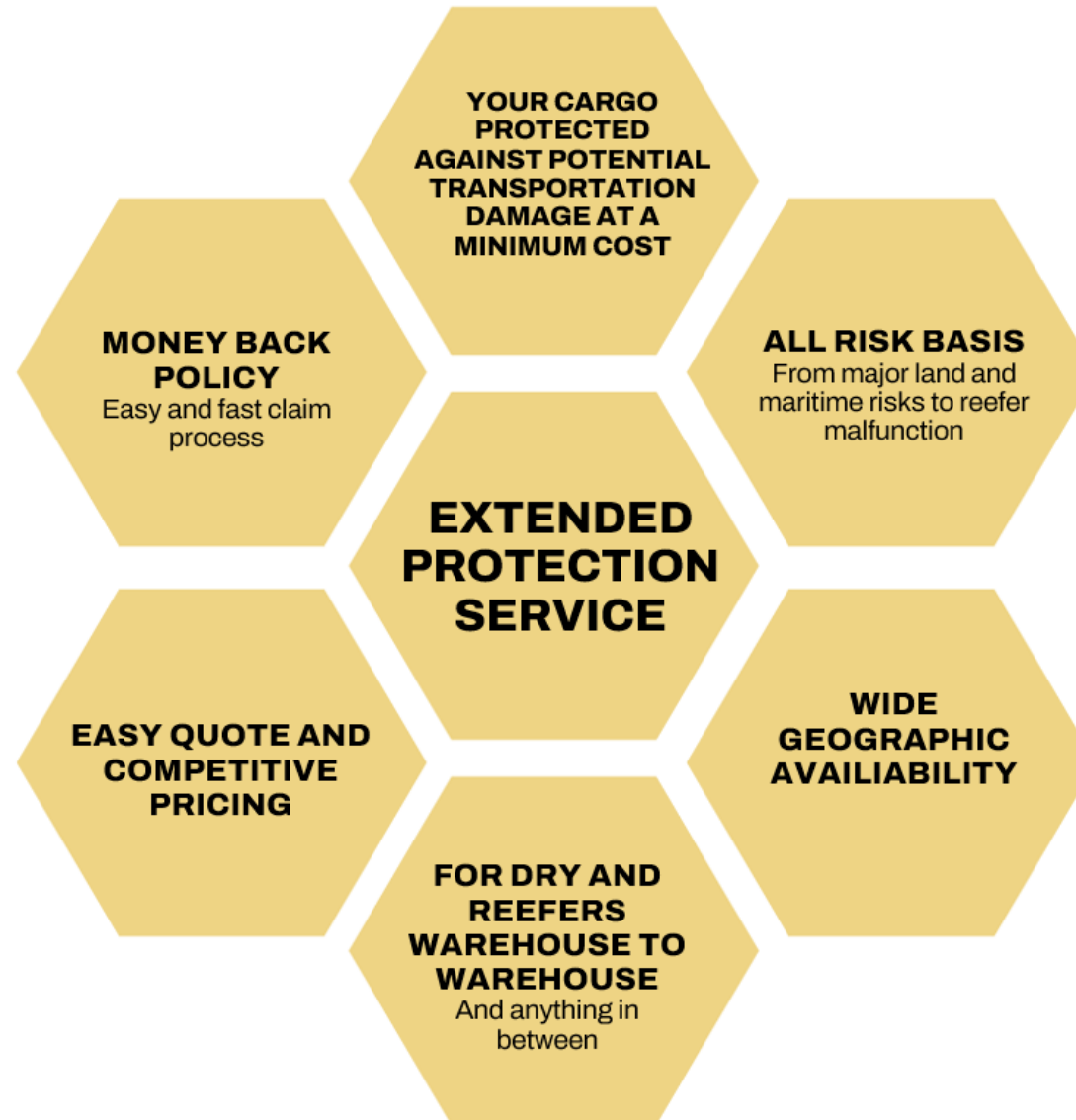
# WHAT IS MSC'S EXTENDED PROTECTION SERVICE?



- **EXTENDED PROTECTION** is a new service provided by MSC and tailor made for its customers importing or exporting their **FCL & LCL** shipments with MSC to the North American continent and Bahamas.
- The **EXTENDED PROTECTION Service** offers its customers a supplementary “**all risk**” layer of protection in case of damage to the cargo during transit and for an additional minimum cost based on the cargo value (CIF value+ 10%).
- In case of damage to your cargo, the **EXTENDED PROTECTION Service** ensures a speedy and efficient indemnification from MSC.

# MSC EXTENDED PROTECTION SERVICE

## ONE-STOP-SHOP



DRY FCL		
tranche	shipment value (CIF VALUE + 10%)	price per shipment
1	up to \$15,000	\$30
2	up to \$30,000	\$60
3	up to \$70,000	\$125
4	up to \$100,000	\$170
5	up to \$150,000	\$240
6	up to \$300,000	\$500
7	up to \$500,000	\$1000
8	up to \$1,000,000	\$2000

REEFER FCL		
tranche	shipment value (CIF VALUE + 10%)	price per shipment
1	up to \$20,000	\$70
2	up to \$60,000	\$200
3	up to \$100,000	\$350
4	up to \$150,000	\$525
5	up to \$200,000	\$700
6	up to \$250,000	\$875
7	up to \$300,000	\$1050
8	up to \$350,000	\$1225
9	up to \$400,000	\$1400
10	up to \$450,000	\$1575
11	up to \$500,000	\$1750

**DRY LCL:** \$1.5 per every \$100 shipment value (CIF + DUTIES + 10%) with \$25 minimum.

*Pricing above is based on the total declared value per shipment.  
Shipper must declare the total invoice value of the shipment under the same B/L or SWB.*

## EASY AND FAST 4 STEP APPROACH

**Information:** MSC will require the following from you:

AVAILABLE AT BOOKING STAGE	ADDITIONAL INFORMATION
<ul style="list-style-type: none"><li>• Place of Origin</li><li>• Port of Loading</li><li>• Port of Discharge</li><li>• Final Destination</li><li>• Commodities</li><li>• Equipment type</li></ul>	<ul style="list-style-type: none"><li>• CIF value of cargo</li><li>• Target ETD</li><li>• Should you require a benefit from our EXTENDED PROTECTION Service after you placed booking with MSC, <b>the booking number and the CIF value of its cargo</b> will be sufficient to process your demand (Please note though, you must declare the value and service level prior to the shipment leaving the place of origin. You cannot change service levels after shipment has commenced.)</li></ul>

**Pricing calculation:** based on the CIF value of your cargo + 10%

**Invoicing:** the EXTENDED PROTECTION SERVICE will be charged through our dedicated charge code (**EPR**) on your freight manifest.

# EXTENDED PROTECTION SERVICE OFFERS AN ADDITIONAL LAYER OF PROTECTION TO YOUR CARGO



## LOSS OR DAMAGE TO CARGO DUE TO

- Fire
- Stranding, grounding, sinking, collision
- Heavy weather events
- Natural events-Acts of God
- Wetting damage (hole in the roof allowing water infiltration)
- Physical damage to the cargo, stevedore mishandling
- Thefts & pilferage
- Sue & Labour

## EXTENDED PROTECTION SERVICE APPLIES

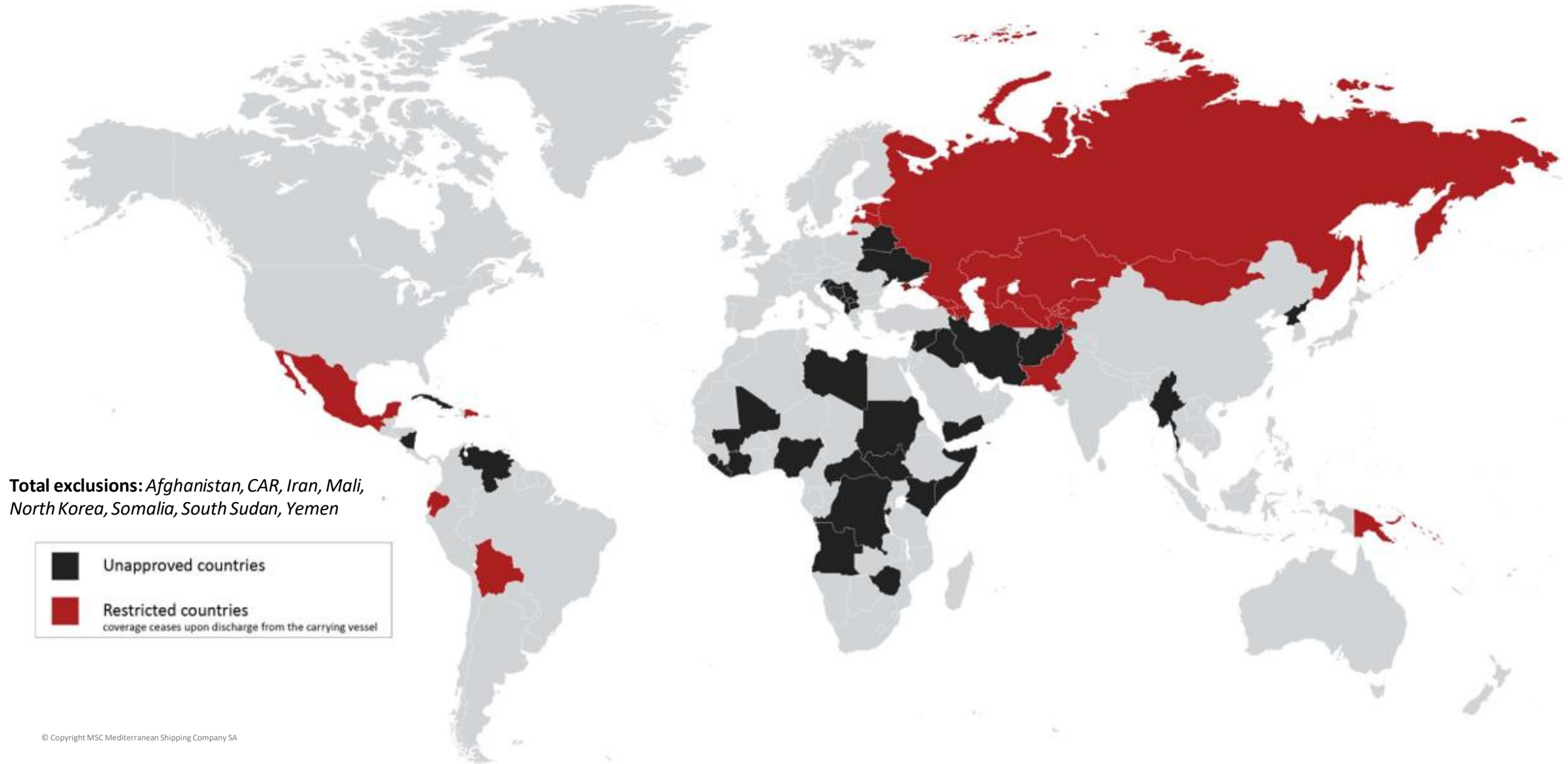
## LOSS OR DAMAGE TO CARGO DUE TO

- Geopolitical events (Sanctioned Countries, Person & Goods)
- Delays
- Improper Packing
- Loss or Damage attributable to the willful misconduct of the shipper
- Ordinary leakage, loss in weight, wear and tear of the cargo
- Inherent vice
- Temperature or Atmospheric Pressure Changes

## EXTENDED PROTECTION SERVICE DOES NOT APPLY

- **Airfreight replacement clause** - In the event of covered loss or damage, the EXTENDED PROTECTION Service will pay to airfreight damaged parts to manufacturers for repair or replacement.
- **Customs damage clause** – In the event of physical loss or damage caused by the actions of Government agents in the course of their inspection duties, the EXTENDED PROTECTION Service will respond.
- **Debris removal** – The EXTENDED PROTECTION Service will pay the expense of debris removal in the event of a covered event.
- **Fumigation clause** – The EXTENDED PROTECTION Service will pay in the event fumigation causes loss or damage to your cargo.
- **Returned/refused shipment clause** - If a consignee refuses or is unable to accept delivery of the goods, the service is extended to cover such shipments while re-routed.
- **General average contributions** – In the event of a General Average being declared the EXTENDED PROTECTION Service will post the General Average Guarantee on behalf of the shipper, pay for loss or damage to the merchandise along with the contribution required for the general average loss.
- **Reefer temperature variation** – For perishable items shipped in refrigerated containers, the EXTENDED PROTECTION Service is extended to indemnify the shipper from loss, damage or deterioration due to, or caused by derangement, breakdown, or stoppage of refrigeration machinery, provided such derangement, breakdown or stoppage continues for not less than 12 consecutive hours.

# GEOGRAPHICAL EXCLUSIONS





## Complete Exclusion applies for:

Bullion, bank notes, coins, money, evidence of debt, currency, stamps, food stamps

Contraband

Precious stones and Precious metals

Lottery Tickers

Documents, passports, manuscripts

Negotiable instruments, records and securities

Live plants of animals

Weapons and Ammunition

Hazardous Goods moving out of Canada

# RESTRICTED COMMODITIES



**EPR can be offered under condition for below commodities  
Please refer to your booking agent for further details on:**

Alcoholic beverage

Antique and artworks

Autos and Motorcycle

Bagged commodities

Boats and Yachts

Breakables

Household Goods/Personal Effects

Jewelry and watches of value

Lumber

Scrap

Steel/Iron-Sheets/Coil/pipe/Rod

Used refurbished merchandise

## ONE-STOP-SHOP-APPROACH

- The handling of your cargo claims will be directly handled by MSC through a fast-track procedure.
  - Simplified claims procedure with an efficient and easy processing;
  - Local contact and proximity with a dedicated Claims Team;
  - Surveyor appointed by MSC.
- **Throughout, MSC is your single point of contact for service.**
- **Claims are settled within a 30-day average from completed submission to resolution**

# WHAT TO DO IN THE EVENT OF LOSS OF DAMAGE



## 1. Inspect goods immediately

When delivery is made by container ensure that the container and its seals or locks are examined immediately. If the container is delivered damaged or with seals or locks broken or missing or, with seals or locks other than as stated in the shipping documents, document the delivery receipt accordingly stating assumed loss or damage and retain all defective or irregular seals and locks for subsequent identification.

## 2. Where loss or damage is apparent

Before taking delivery of the goods, document the delivery receipt accordingly stating assumed loss or damage and retain all packing materials for further inspection. Take pictures of damaged packages and items.

## 3. Where loss or damage is not apparent

of the discovery and the estimated claim amount. In no event discard packing or damaged items, note missing items. Claims will not be considered if not reported to MSC within 30 days of delivery.

## 4. Immediately contact MSC to organize a survey of the cargo with a Lloyds's surveyor at MSC's costs.

# REQUIRED DOCUMENTS TO SUPPORT A MARINE CARGO CLAIM



A full set of claim documents must be presented to MSC. In particular:

- Bill of Lading, way-bill, or other contracts of carriage or storage
- Commercial invoice
- Packing list
- Letter of protest with claim amount
- Delivery Receipt noting exceptions upon delivery

**No claim** will be considered by MSC unless submitted **within 30 days from delivery**.  
**MSC reserves its rights to ask for additional documents** if the situation requires it.

**Please reach out to your Sales Representative or Risk Prevention/Claims team for any further information on  
MSC's EXTENDED PROTECTION Service**

**m**  
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