

MSC CARGO INSURANCE

FAQs

1. Why should I buy MSC Cargo Insurance?

Transportation is not risk free and the intervention of major events such as rough weather, fire and many other occurrences can damage your cargo while in transit with us. Hence, insurance will protect your cargo from these known risks and ensure you the right to get compensated in case of damage related to these specific risks without being applied the standard clauses of the bill of lading which could potentially exclude or limit the carrier's liability.

2. What is the procedure to get a quote?

You simply need to provide us with your shipment details to get an instant quote either provided by our cargo insurance team on msscargoinsurance@msc.com or directly by your MSC sales representative.

3. What is the invoicing procedure?

The premium for your insurance will be charged and manifested on your shipping invoice.

4. Who applies for surveyor?

Upon notification of your cargo damage by you, the insurance company will appoint a local surveyor to establish the cause of damage and eventually assist you to find mitigation solutions.

5. Which documents do I have to submit to have my claim processed?

All the documents you need to submit are listed on your certificate of insurance alongside a claim's procedure. The main documents to be provided are the commercial invoice, a copy of the bill of lading, a letter of protest and the survey report.

6. How long does it take to get my compensation in case of claim?

MSC applies a very efficient money back policy and your claim will be solved within 30 days.

7. Can I apply for MSC Cargo Insurance solution while the container is already on the way?

MSC can arrange insurance accordingly while the cargo is already on the way but we reserve the right to first investigate the situation with our agent to check if there is no damage before issuing the certificate of insurance.

8. Is the solution available for my spot and volume shipments?

MSC Cargo Insurance solution is adaptable to both types of shipments.