



COMPENSATION REQUEST PROCEDURE FOR MSC EXTENDED PROTECTION (EPR) CUSTOMERS

PROCESSING YOUR CARGO COMPENSATION REQUEST WITH OUR EXTENDED PROTECTION (EPR)

YOU HAVE PURCHASED OUR EXTENDED PROTECTION PRODUCT TO HAVE YOUR CARGO FULLY OR PARTIALLY PROTECTED – YOUR COMPENSATION REQUEST WILL BE GIVEN OUR FULL ATTENTION VIA OUR FAST-TRACK RESOLUTION PROCESS

We know the hurdles you face following an unforeseen voyage-related incident: endless paperwork, phone calls, a never-ending claim process, limitations of liability and clauses from maritime conventions. In case of claims for your EPR shipments, our mission is to reduce the treatment time of your claim, by providing you with a fast-track procedure that saves time and drastically limits the pain points for you and your supply chain. Your claim treatment is simplified, fast-tracked, and aims to have your claim resolved within an average of 30 working days from the time full claim documentation has been submitted.

HOW TO SUBMIT AN EPR COMPENSATION REQUEST

• **CONTACT YOUR LOCAL AGENT IMMEDIATELY**

As soon as you notice damage to your cargo, please contact your local agent as soon as possible. Your agent will arrange a survey if necessary to determine the cause and extent of damage at no cost to you.

• **DOCUMENT COLLECTION**

To avoid the risk of your claim not being accepted, collect all required documents before you lodge your claim to our EPR Claims Team. Please refer to our checklist of required documents below to help you prepare.

• **PREPARE YOUR EPR COMPENSATION REQUEST COVER LETTER**

To make your life easier, you can use [our claim template letter](#) with your company letterhead to speed up your claim processing. Simply add your company letterhead before submitting it.

• **SUBMIT YOUR FULLY DOCUMENTED COMPENSATION REQUEST TO YOUR LOCAL AGENT**

Provide your claim letter and supporting documentation to your local MSC agent or directly to EPR.claims@msc.com.

• **MSC'S ANSWER**

Upon receipt of your documented claim file, our dedicated EPR Claims Team will assess your claim and provide any necessary feedback or a resolution within an average of 30 working days.

PREPARE YOUR DOCUMENTATION

It is of paramount importance that you provide documentation and evidence to support your claim, as follows:

- the MSC Bill of Lading, MSC Sea Waybill, or other contracts of carriage or storage;
- the commercial invoice;
- the packing list;
- a claim cover letter with an itemised breakdown of the claim amount on company letterhead;
- the delivery receipt noting exceptions upon delivery;
- the destruction certificate or salvage sale receipt for the allegedly lost or damaged cargo.

On an ad hoc basis and depending on the nature of the claim, MSC may require additional documents (stuffing report, assignment of rights / subrogation, harvest report, salvage sale receipt or destruction certificate...). In case your loss or damage does not fall under a cause protected under EPR, you retain the right to submit your compensation request through MSC's ordinary claims channels. In case your loss or damage exceeds the protected value selected under EPR, you retain the right to pursue compensation for the residual loss alone through MSC's ordinary claims channels, and in applicability of MSC's Bill of Lading terms and conditions.

Contact us

epr.claims@msc.com

