



MSC CARGO INSURANCE FAQs

1. WHY SHOULD I BUY MSC CARGO INSURANCE?

Transportation is not risk free and major events such as rough weather, fire and other such occurrences could damage your cargo while in transit with us. Insurance will protect your cargo from these known risks, as and ensure you have the right to be compensated in case of damage related to these specific risks, as standard Bill of Lading clauses could potentially exclude or limit the carrier's liability.

2. HOW DO I GET A QUOTE?

Get an instant quote by providing your shipment details to our cargo insurance team at msscargoinsurance@msc.com or directly to your MSC local offices.

3. HOW WILL I BE INVOICED?

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

4. WHO APPOINTS THE SURVEYOR?

Once you notify the insurance company of your cargo damage, it will appoint a local surveyor to establish the cause of damage and eventually to resolve your claim.

5. WHICH DOCUMENTS MUST I SUBMIT TO HAVE MY CLAIM PROCESSED?

All the documents you need to submit are listed on your certificate of insurance alongside the claims 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 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 IN TRANSIT?

MSC can arrange insurance while the cargo is already in transit, but we reserve the right to investigate the circumstances first with our agent to ensure 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 available for both types of shipments.

contact us

msc.com/insurance

