

# APM TERMINALS

## CLAIM SUBMISSION PROCESS EQUIPMENT DAMAGE OR LOSS

### Where to file a Claim

An Intent to Claim must be submitted in writing

To: [APMTCLAIMS@apmterminals.com](mailto:APMTCLAIMS@apmterminals.com)

**Prior to invoicing, APMT must receive an Intent To Claim and be given the opportunity to jointly inspect the alleged damage unless exported.**

**All repair items deemed as Terminal damage caused by APMT must be pre-approved by a Local APMT Maintenance and Repair representative.**

### Documents to be submitted

- An Intent to Claim letter. Please include: Amount being Claimed, equipment size/type/number, year built, date of damage/loss, nature of damage/loss, amount of claim, location of damage/loss.
- Copy of a repair estimate ( signed off by APMT )
- Statement of the Depreciated Value (DV) if repairs exceed USD 1,000 or equipment is declared a Total Loss
- Copies of Outbound and Inbound TIR(s) showing the interchange condition of the equipment immediately prior to the alleged damage/loss.
- Color pictures of the alleged damaged equipment
- Copies of e-mail correspondence supporting the claim (if any)
- If claim is for equipment deemed lost at our terminal, provide a copy of the inbound TIR for the last known Gate-In transaction.

If repair amount exceeds the Depreciated Value (DV), APMT shall be liable for the DV.

Claimants should submit any other documents or other information that will assist in evaluating the claim.

APMT will acknowledge receipt of each claim and provide the claimant with an APMT reference number. Depending on the nature of the claim, APMT may request additional information from the claimant.

### Time Limits

Claimant must provide a complete and timely claim to facilitate the pursuit of reimbursement. Claimants are encouraged to submit claims promptly and not to delay filing claims. Claims should be submitted within ninety (90) days of the alleged damage or loss. Claims submitted more than one (1) year from the date of damage or Loss will be rejected.

### Contact information

Email: [APMTCLAIMS@apmterminals.com](mailto:APMTCLAIMS@apmterminals.com)

APM Terminals  
Risk & Claim Management Department  
9300 Arrowpoint Boulevard  
Charlotte, NC 28273

# APM TERMINALS

## CARGO CLAIMS SUBMISSION PROCESS

### Where to file a Claim

All claims must be submitted in writing via e-mail to [APMTCLAIMS@apmterminals.com](mailto:APMTCLAIMS@apmterminals.com) or mailed to:

APM Terminals  
Risk & Claim Management Department  
9300 Arrowpoint Boulevard  
Charlotte, NC 28273, USA

### Notification

A formal intent to claim notice should be sent to APM Terminals Gothenburg claims team at the above email address. Be sure to include the following:

- Container number
- Commodity description
- Nature of the loss and/or damage
- Approximate date of Loss
- APM Terminal location at which cargo was located at time of loss and/or damage
- Theory of liability

A formal claim should include an itemized claim statement with sufficient information to identify the shipment. The statement should, as a minimum, include the following:

### Documents to be submitted

- Copy of the Carrier Bill of Lading
- Shipper's Commercial invoice
- Packing list
- Survey or inspection report
- Color Photographs of cargo and container
- Proof of salvage proceeds or certificate of destruction

Claimants should submit any other documents or information that will assist in evaluating the claim. Depending on the nature of the claim, APMT may request additional information.

Cargo owners have an obligation to do the utmost to mitigate their loss. The Bill of Lading, the Terminal Service Agreement between APM Terminals and the carrier or the tariffs under which the goods were accepted will govern the determination of the claim.

APMT will acknowledge receipt of your claim and provide the APMT claim reference number.

### Time Limits

Claims must be filed as soon as practical but no later than ten (10) months of date of delivery or intended delivery.

Requests for extension of time limits will be considered and, if granted, must be confirmed in writing. Failure to take either step will forfeit our obligation to compensate.