



UPS Capital/SCS Insured Customer Cargo Claim Form

Press F1 on any field for help

Claim Amount (specify currency): _____

Is hereby filed for (check one): Non delivery Shortage Damage Delay

Date filed:		Claim Payable to:	
Carrier Valid Bill of Lading/Air Waybill No:		Company Name	
Carrier Bill of Lading/Air Waybill date:		Address	
Assured Order No.:	Date:	City/Town & State & Country Zip / Postal Code	
Claimant Reference No.:	Assured Bill Of Lading Number :		

Shipper		Consignee	
Address		Address	
City/Town & State & Country	Zip / Postal Code	City/Town & State & Country	Zip / Postal Code

CLAIM MUST BE SUPPORTED BY A DETAILED STATEMENT SHOWING HOW THE AMOUNT WAS DETERMINED. INCLUDE A COMPLETE DESCRIPTION OF LOST ITEMS; SIZE, COLOR, MARKINGS, ETC. (If more room is needed in this section, use an additional claim form to be included with the submission of this claim form.)

Detailed Merchandise Description	Quantity	Merchandise Cost Each Unit	Total Merchandise Cost	Weight per Unit (kg or lb)	Total Weight of Merchandise (kg or lb)
Total of Claimed Merchandise					
Any additional claimed amount				Specify Reason	
TOTAL OF CLAIM	Currency				

Package type: Cartons Pallets Crates Other: _____ Goods packed by: Shipper UPS

Was the merchandise: New Used

Do you have your own Marine/Cargo Insurance Coverage? Yes No If yes, list name of Insurance Carrier: _____

Did you purchase Cargo Insurance through UPS? Yes No If yes, give insured value amount: _____

NOTE: Claim should be supported by following documents. Failure to include sufficient documentation may be grounds for denial of your claim and may delay conclusion of the claim. UPS reserves the right to request any additional documents not listed below. If applicable, include the following:

- | | |
|--|---|
| <input type="checkbox"/> Bill of Lading/Air Waybill referenced above | <input type="checkbox"/> Shippers' letter of Instruction and correspondence pertaining to the shipment |
| <input type="checkbox"/> Notice of Loss to the Carrier (Dated fax and/or email | <input type="checkbox"/> Shipper Export Declarations |
| <input type="checkbox"/> Commercial invoice(s) for entire shipment showing the cost of the goods being sold by Claimant to end Consignee | <input type="checkbox"/> Certificate of Insurance, if shipment was insured and a certificate was issued |
| <input type="checkbox"/> Packing list for entire shipment with the weight of each individual item in the claimed shipment | <input type="checkbox"/> Loading / Unloading tally sheets |
| <input type="checkbox"/> Signed Proof of Delivery (POD) from Consignee or other delivery document | <input type="checkbox"/> Customs Clearance Forms (7501) |
| <input type="checkbox"/> Survey/Inspection report if survey/inspection held | <input type="checkbox"/> Police Report |
| <input type="checkbox"/> Pictures of damaged product | <input type="checkbox"/> Temperature Records |
| <input type="checkbox"/> Repair estimate | <input type="checkbox"/> Freight Invoice |
| | <input type="checkbox"/> Other documents to support claim: |

Remarks:

The statements contained in this claim form are hereby certified as true and correct.

Claimant's Company Name:	Tel No.:
Claimant's Contact Name (print):	E-Mail:
Claimant's Signature:	Date: Fax No:

Mail Claim to: UPS Capital Claims Department, P.O. Box 100458, Dallas Ft. Worth, TX. 76185-0458

Tel No: 1-866-384-1852 Fax No: 1-866-331-2774 Email: upscapitalcargoclaims@ups.com



Frequently Asked Questions

How long will it take to settle an open claim?

Most cargo claims are settled within 30 days following the completion of all documentation and surveys (if required).

When is a survey required?

The insurance carrier has the right to require a survey, generally for claims in excess of \$5,000. However, depending on the type of loss, a survey may be necessary on any claim amount. The insurance carrier will notify you generally within 72 hours following claim submission, if a survey will be required.

Who is responsible to pay the surveyor fees?

The assured is generally responsible for the surveyor fees. However, these fees can be included in the total amount requested for claim reimbursement.

What will cause my claim to be delayed or result in not getting a full payment?

All cargo insurance companies have four basic requirements before they will pay your claim.

1. Evidence that there was loss or damage to the goods. Do not discard damaged goods, packaging and container seals until surveyor has had a chance to investigate the loss. (Photos are required)
2. Evidence to support the value of the claim.
3. Evidence to support that the loss occurred during transit.

How do I check the status of a claim once I report it to UPS Capital?

Please contact a Cargo Claims Examiner directly at 1-866-384-1852.