	Reporting of Claims Incident Policies and Procedures		Document Number: 2P-SS-01.01
	Department: Claims	Effective Date: July 23, 2018	Revision No 2

Scope

This procedure covers the reporting of cargo-related incidents to Claims Department.

Ownership

The Claims Manager is responsible for ensuring that this document is cascaded to all concerned personnel and that it reflects actual practice.

Responsibility

The Operation Team (assigned checker) is responsible for:

- Discovering a cargo-related incident
- Reporting the incident to claims department/branch claims coordinator
- Preparing the IR

The Claims Analyst/Branch Claims Coordinator is responsible for:

- Receiving report of Incident


The MNL/Branch Claims Coordinator is responsible for:

- Proceeding to area of incident to investigate if necessary

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Policies

1. All incidents related to cargo must be reported to Claims Department.

1.1 Details of incident shall be fully stated in the Incident Report (IR).

1.1.1. Claims Coordinator shall prepare Irregularity Report within (48)

fourty eight hours upon receipt of IR from Operations

1.1.1.1. IR for Manila incidents shall be submitted to Claims Team by Operations Team of the SBU involved.

1.1.1.2. IR for branches shall be submitted by Operations Team to Branch Claims Coordinator within (24) twenty four hours upon checker's discovery of the irregularity.

2. IR must be prepared by the assigned Manila checker/Branch checker using the standard Incident Report template issued by Claims Department.

2.1. Manila checker/Branch checker shall take pictures of the convan before opening & after closing the container vans.


2.2. Manila checker/Branch checker shall take pictures of the damaged cargoes upon recovery while still stuffed inside the convan.

3. In cases of third party involvement in the incident as stated in the IR, said IR shall be signed by the checker & counter-signed by the involved third party (the truck driver, stuffing/stripping gang, checkers assigned).

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3.1. Duly filed hardcopy of the IR shall be filed by the Branch Claims Coordinator as a reference in the event of any claims-related investigation in the future.

4. IR shall contain the following information:

- Subject of Incident
- Place of Incident
- Date of Incident
- Time of Incident
- Details of Shipment
- Details of Incident
- Action Taken

5. Claims pre-alert through email shall contain the following attachments:

- Clear copy of IR
- Clear copy of photo (If Applicable)
- Clear copy of shipment documents


6. Details of Shipment portion in the IR shall contain the following:

- F2 Proforma waybill number (If Applicable)

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- F2 House waybill number
- Description of Cargo
- Trucker's name
- Container van number
- Carrier's name
- Shipper's name
- Consignee's name
- Location of cargo / container van (after the incident)

7. Details of Incident portion in the IR shall describe the circumstances as to what has transpired during the incident and identifies the relevant parties involved in the incident.
8. Action taken portion of the IR shall contain the details of the action/s done by Operations personnel after the incident has occurred. It shall describe the corrective actions that were done in response to the incident.
9. Failure of Operations Team to properly report the incident as well as prepare and submit IR within the allocated timetable will automatically conveyed the liability to the Operations Team to any losses and damages incurred during the incident.

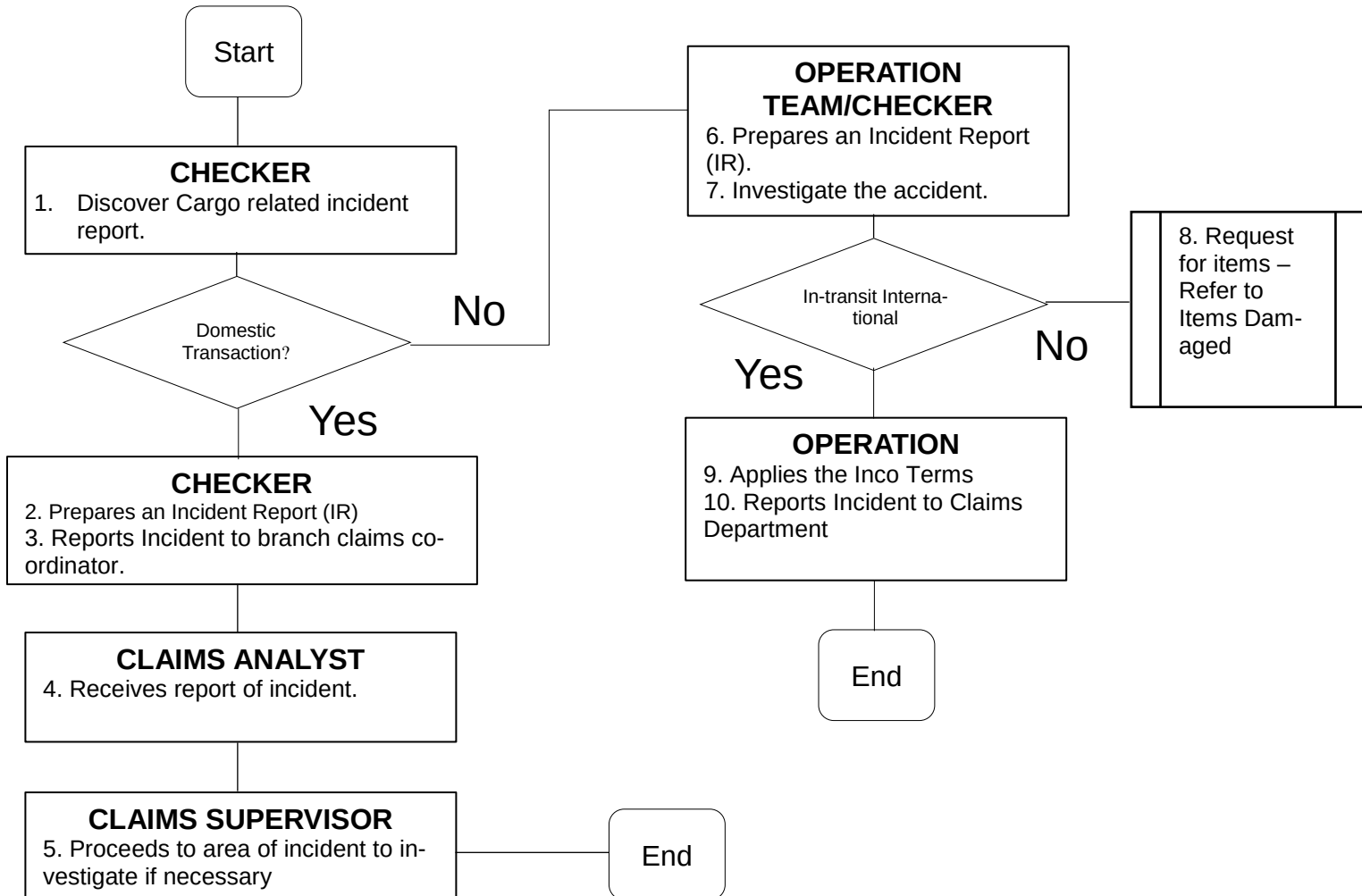
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Procedures



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