	<h1 style="text-align: center;">Filing of Claims</h1> <h2 style="text-align: center;">Policies and Procedures</h2>		Document Number: 2P-SS-01.02
	Department: Claims	Effective Date: July 23, 2018	Revision No 1

Scope

This document covers the policies and procedures in filing of claims.

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 Client is responsible for:

- Filing of claims through Claim Letter and other supporting documents to Claims Department.
- Submit necessary documents to Claims Department


The Claims Analyst/BDM/Customer Service Representative (CSR) is responsible for:

- Receiving Claims Letter and other supporting documents
- Requesting for additional documents from claimant

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled

	<h1 style="text-align: center;">Filing of Claims</h1> <h2 style="text-align: center;">Policies and Procedures</h2>		Document Number: 2P-SS-01.02
	Department: Claims	Effective Date: July 23, 2018	Revision No 1

The Claims Analyst is responsible for:

- Checking completeness of supporting documents
- Reviewing Claim Letter and supporting documents to determine date of incident
- Preparing Denial Letter
- Forwarding Denial Letter, Claim Letter and supporting documents to Claims Manager for certification.
- Sending the Denial Letter to claimant

The Claims Manager is responsible for:

- Certifying the Denial Letter


Policies

1. A Claim Letter must be issued by the client for demanding payment for the equivalent amount of cargoes which through some reasons, incurred claimable irregularities while in F2's custody.
2. Claim Letter must be accomplished by the Claimant.

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled

	<h1 style="text-align: center;">Filing of Claims</h1> <h2 style="text-align: center;">Policies and Procedures</h2>		Document Number: 2P-SS-01.02
	Department: Claims	Effective Date: July 23, 2018	Revision No 1

3. Original Claim Letter, together with the copy of F2 House waybill number, must be submitted by the Claimant to F2 Claims Department in Manila or in F2 Branch/Agent's Offices. It must contain the following information:

- Date of filing of claim
- Nature of claim
- Amount and volume of damaged items
- House waybill
- Shipping details
- Ports of Origin and Destination

4. Aside from the HWB, the Standard supporting documents required in filing of claim are the following:


IRREGULARITIES ON CARGOES (i.e. Breakage, Missing-Short/Lacking, Missing-Pilferage, Dented/Crumpled/Scratch/Rusty, Damage/Loss – Perishables, Damage- On Wood/Metal Shipments, Damage/Loss – Rolling Cargoes, Moistures/Molds/Foul Odor. Spillage/Contamination, Flooding, Wettage.

- Damage Cargo Acknowledgment Receipt (If Available)
- Gate Pass (If Available)
- Delivery Receipt (If Available)

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled

	<h1 style="text-align: center;">Filing of Claims</h1> <h2 style="text-align: center;">Policies and Procedures</h2>	Document Number: 2P-SS-01.02
	Department: Claims	Effective Date: July 23, 2018
		Revision No 1

- House Waybill
- Sales/Commercial Invoice
- Others (Hijacking)
- Police Report

5. The Claims Analyst must review the Claim Letter and attached supporting documents to determine incident date and compare it to the date of acceptance of Claims Department.

5.1. Claims Analyst must issue a Denial Letter to the claimant in cases wherein the filing of claims is beyond the prescribed 30 days after the incident date.

5.2. Claims Analyst must attach a copy of the Denial Letter to the Claim Letter and its other supporting documents and handed them to the Business Development Manager (BDM) for endorsement to the claimant.


6. A Request for Additional Documents (RAD) stating the lacking documents shall be prepared by the Claims Analyst within a week from the day he/she receives the claim letter and shall be sent to the Claimant.

7. The RAD must indicate that claimant has seven (7) working days from the time of the document's receipt from which to comply with the request. Otherwise, failure to comply would be construed by F2 Logistics Inc., that the claimant had lost interest and had waived their right to pursue claim. Thus, claim will be closed in F2 Logistics Inc., records as denied with finality.

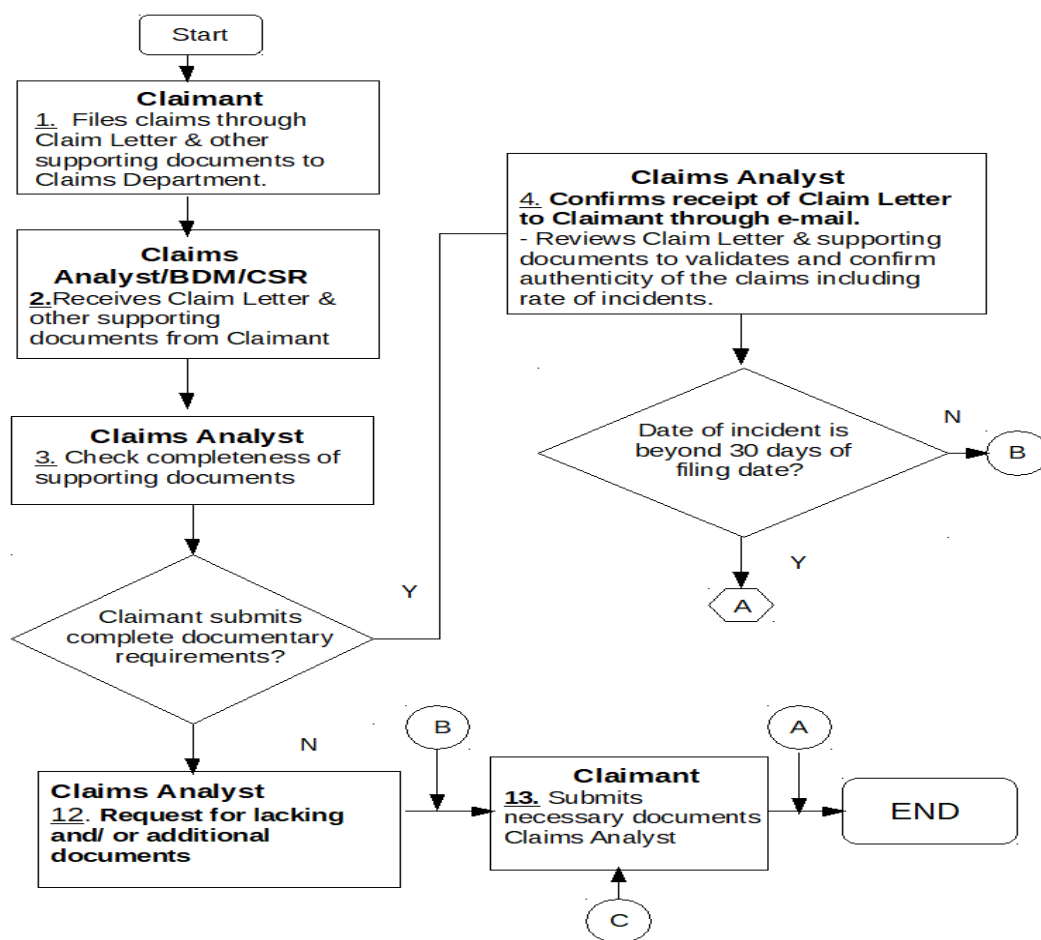
DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled

	<h1 style="text-align: center;">Filing of Claims</h1> <h2 style="text-align: center;">Policies and Procedures</h2>		Document Number: 2P-SS-01.02
	Department: Claims	Effective Date: July 23, 2018	Revision No 1


Procedures

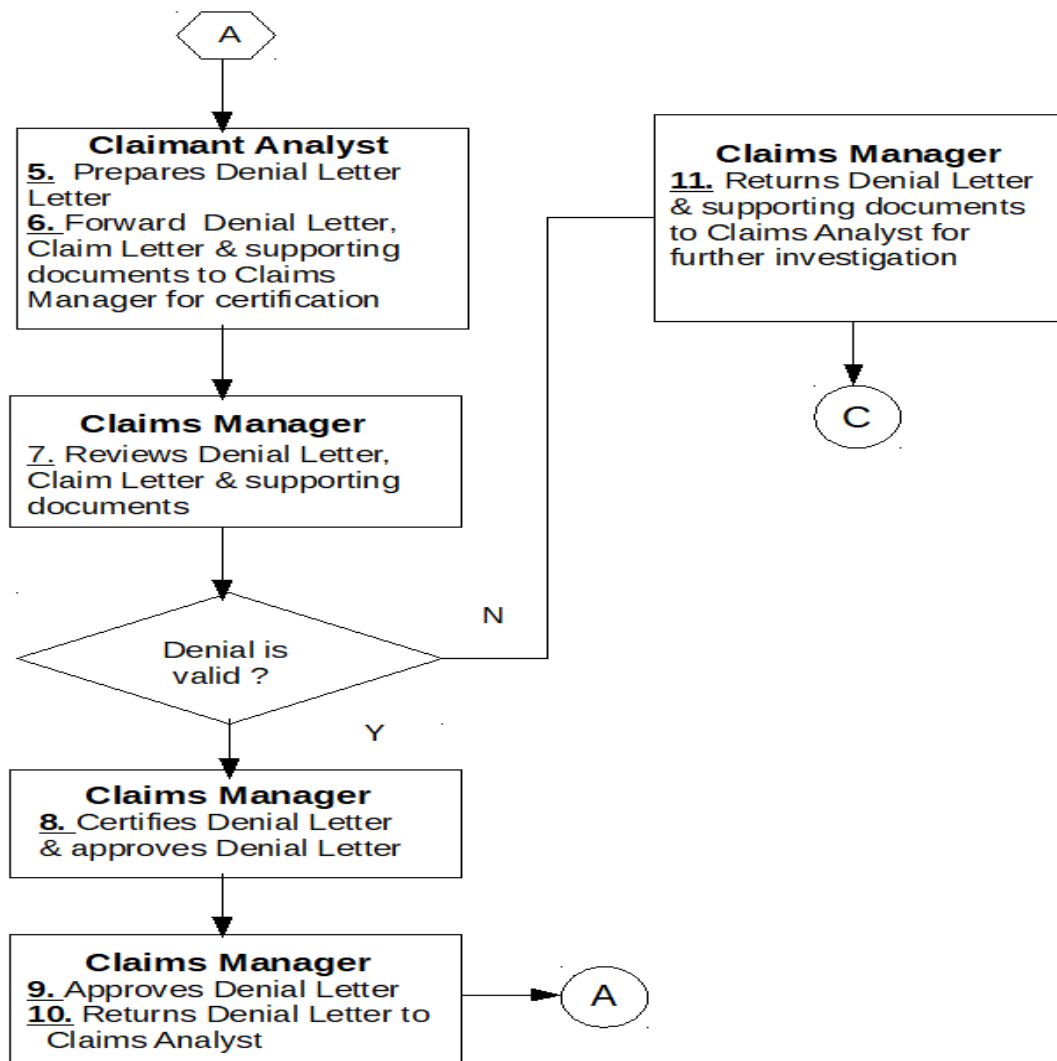


DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled

	<h1 style="text-align: center;">Filing of Claims</h1> <h2 style="text-align: center;">Policies and Procedures</h2>		Document Number: 2P-SS-01.02
	Department: Claims	Effective Date: July 23, 2018	Revision No 1



DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

Any printed and saved copy of this document is considered uncontrolled