



In case of Damage:

When the container is received at the warehouse, a thorough inspection is needed. Check if there is any visible damage from outside the container.

Once the unstuffing of the cargo from the container begins, if there is any visible damage to the cargo, immediately stop the unstuffing process and notify the following parties:

- The carrier, who transported the cargo
- Your insurance company, if the cargo is insured, and
- The survey agent shown on your certificate/insurance policy

In case extensive material damage/loss is reported, your carrier might decide to send their surveyor to present them for a joint inspection of the cargo throughout the unloading from the container process .

In case, you will like Blue Recovery to claim on your behalf against the third party responsible for your damage/loss, we would need you to provide us the following documents:

- Copy of notice of claim against carrier/forwarder and their reply, if any
- First Notice to the carrier of Intent to Claim (Claim notification)
- Shipper's Commercial Invoice
- Packing List
- Original survey report with fee note*
- Photos (colored of preference)
- Original bill of lading/airway bill (or legible copy with reverse side)
- Customs clearance documents
- Detailed Claim Statement (the calculation of the loss, based on the commercial value of the cargo)
- Original marine insurance policy/certificate of insurance (in case the cargo was insured)
- Copy of clause delivery receipt, or damage/exception report from carrier/forwarder/tally report to the same effect.
- Proof of Salvage Value – To prove the cargo though damaged was sold on a secondhand market.
- Independent Destruction Certificate – In case the cargo was damage beyond repair
- Other substantiation documents as required

The carrier will review the claim and will determine at which point along the journey the damage might have occurred. In case, the damage to cargo occurred when being under the responsibility of the carrier, they will determine a claim amount and send a claim settlement letter to finalize the claim.

However, if it is determined that damage may have occurred due to other reasons, such as improper stuffing, then they will deny their responsibility to the damage if they happened not to be the party that stuffed the container.

It averagely takes us about 3 months to finalize a damaged cargo claim.

Freight or cargo claims are legal demands by a shipper or consignee to a carrier for financial reimbursement for a loss or damage of a shipment. Cargo claims are also known as shipping claims, freight claims, transportation claims, or loss and damage claims.

The marine transportation of cargo and goods involves a number of legal issues and liability questions in the event of cargo loss, damage or non-delivery. If you are involved with a cargo loss or damage dispute, you require the guidance of experienced shipping lawyers.

Our cargo claims practice is provided to both the shipping and insurance sectors. We advise on all intermodal issues, from commercial contracts, conditions of business and insurance policy drafting to risk and crisis management.

Successful recoveries reduce claims records and enable accounts to be run more profitably. Greater recoveries reduce premiums for the insured, allow competitive quoting for the insurer and increase profits of the uninsured.

CRS provide an excellent service to any client seeking to recover from third parties in respect of loss or damage sustained by any commodity in transit.

Our experience of and relationship with the numerous local carriers allow us to avoid legal action wherever possible.

Our recoveries department works on a «no cure-no pay» basis.

Blue Recovery is a professional transport (i.e. marine, land & air) claims service company based in the across Africa and UK providing claims and recovery services to the global marine insurance markets.

We have obtained a good reputation in the African and International shipping sector due to our know-how and experience in the local commercial network and of local laws.

We assist international traders and their insurers globally to reach shipping companies easily and cost effectively.

Blue Recovery specializes in the sectors that move, build and power our connected world and the insurance that underpins it, namely: sea cargo claims recoveries, air claims, land claims, general average management, risk assessment and loss prevention.

With a strong focus on the developing and emerging markets of Africa, Blue expect to conquer the cargo recovery market in Africa with ambitious plans for further growth.

For more info about us, our agents, offices, and areas of expertise please visit www.blurecovery.com

Your Recovery is Our Business!!!

The very nature of moving cargo around the world means that disputes are often multi-jurisdictional.

Our work covers the full range of cargo recovery services. We advise clients in:

- Getting subrogation letters signed as well as assignments of rights from their assured
- The gathering of evidence (private investigations);
- The pre-litigation analysis of the merits of a claim;
- The conduct of amicable and pre-litigation negotiations;
- The initiation and conduct of court investigations proceedings;
- Handling court proceedings before the competent jurisdictions;

If you have a new Recovery instruction that you would like us to review and/or handle, please contact us for a no cure no pay assessment of the claim in question using the instruct us button below.

Swiss Re Corporate Insurance Claims Services Department provides services to customers anytime, anywhere. We have a global presence, have regional expertise, and have local characteristics. Regardless of the type, complexity or location of the claim, we have suitable experts to provide you with services. We are proud to provide the highest level of service and look forward to working with you to meet your insurance claims needs.

From Complex claims to claims portfolios covering the globe requiring local expertise whatever your reason for needing claims handling assistance, you'll need a partner that has the staff capacity, the legal and technical expertise, which Blue Recovery offers.

Details of our Terms of Business and our fee scales are available on request.

Our aims at Blue Recovery are:

- To represent our clients, as claim agents, in a professional and understanding manner
- To maximize recoveries for our clients in the shortest possible time at the most competitive rate
- To manage our client's expectations.
- To provide underwriters with peace of mind.
- To ensure that the clients of underwriters are well satisfied