

## **DB SCHENKER Insurance** **Frequently Asked Questions**

1. Why get DB Schenker Insurance?
  - a. Piece of mind - claimants may not always recover its loss from the carriers, which may be exempt from liability depending on the cause/ nature of the damage/loss. The carrier may also have the right to limit its liability in accordance with international conventions, the terms of carriage and standard trading terms and conditions.
  - b. Protect Against General Average - carriers, in this instance, are exempt of liability and in addition could implicate significant cost for the affected company. Risk which can be completely prevented by obtaining Schenker insurance coverage
  - c. Most of the claim process will be managed by Schenker and their insurance partners. One stop shop for ease of communication and processing
  
2. What information is required from me for submitting a claim?

In case of a claim, the following are standard documents required to start the investigation:

  - Claim Statement in your letter head including the description and weight of the damage product , the amount you are claiming and the claim breakdown
  - Shipper's Commercial Invoice (landed cost only, no catalogue prices)/ Copy of the B3
  - Shipper's Packing List
  - Bill of Lading / AWB
  - Trucker's Delivery Receipt(s) duly signed by your warehouse personnel
  - Independent Marine Survey Report with original or colored photocopies photographs
  - Consignee's Warehouse Personnel's receiving Report with a complete off-loading tally by style and count
  - Salvage Receipt
  - Record of Container Seal(s) at time of unloading at Warehouse
  - Evidence and details of damage you are claiming including Photos of damage Container / Cargo
  - Temperature records, Veterinary inspection certificate, if applicable

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**Kindly ensure pictures are taken in the following manner:**

- Pictures of container outside documenting container number/Seal number when applicable
- Pictures of container inside showing the damage of the container (holes etc ) when applicable
- Pictures of the load as you see it when you open the doors
- Pictures of the damaged goods outside carton
- Picture of the damage product itself.

*The damage cargo must be available for inspection (preserve all the evidence)*

3. How long do I have to submit claim?
  - a. All possible claims should be reported immediately. All goods should be inspected as soon as they are delivered. The sooner the damage is reported, the sooner the loss will be settled.
4. What is the process of making a claim?
  - a. A simple and easy claims reporting system has been created. All losses can be reported directly to:  
SubroGateway Inc.  
Contact: Matt Douris, CIP,  
Office# 416-365-1884  
E-mail: [claims@subrogatewayclaims.com](mailto:claims@subrogatewayclaims.com)
  - b. Or if you prefer, claims can be reported to Schenker Canada, either through your Service Team or to the Schenker Insurance Claims office.
5. How long does this typically take?
  - a. ONCE ALL CORRECT PAPERWORK is submitted claim typically take 14 days to generate payment.
  - b. Always keep in mind, the quicker the claim is reported, the sooner the claim settlement will be made.
6. What are the rates?
  - a. Please see your Sales Executive; we are certain you will find our rates to be competitive and our simple claims process to be hassle-free?