

# Cargo Claim Process

## Notice of Claim

Note : Under the Montreal Convention, the person entitled to delivery must send the notice under time limit to file a Notice of Claim

- Damage cargo - within 14 days of receipt of Damage/cargo.
- Delay cargo - within 21 days from the date when cargo has been placed at the disposal of the person entitled to delivery.
- Lost cargo - within 120 days to give notice in their conditions of contract carriage.

### BANGKOK STATION

#### Claim Document Requirements:

- \* Claimant's Letter
- \* Authorized Letter by Shipper/Consignee/Agent
- \* MAWB
- \* HAWB
- \* Commercial Invoice
- \* Packing List
- \* Damage Report - DMC
- \* Delivery Slip or P.O.D (For delay and lost claim)
- \* Subrogation letter
- \* Others (If required)

### OVERSEA STATION

#### Claim Document Requirements:

- \* Cargo claim Report (CCR)
- \* Claimant's Letter
- \* Authorized Letter by Shipper/Consignee/Agent
- \* MAWB
- \* HAWB
- \* Commercial Invoice
- \* Packing List
- \* Damage Report - DMC
- \* Delivery Slip or P.O.D (For delay and lost claim)
- \* Subrogation letter
- \* Others (If required)

BKKNA-B3

Attention to Cargo & Mail Claim & Procedure Division

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