



We don't give up on claims

These days where the world economy and technological progress are bringing nations and cultures closer and closer, Marine Cargo plays a pivotal role in providing reliable transportation capacity to satisfy the ever growing demand for goods and services around the world.

Your cargo can suffer a physical loss or damage of merchandise and goods occurring while in transit, including domestic transportation and temporary storage.

Cargo Claims can occur anywhere in the world so it is imperative to react quickly to ascertain the cause of damage / loss.

The different scenarios can be complex and for that reason, you have to be prepared and ready. Sometimes all the information is at hand but more often than not, you may be lacking documents and papers that make things harder.

Acting quickly together with management of communication between all the parties involved can be the key to preparing and solving the claim in the best way possible.

Below you will find a typical case of how Cargo Claims can be handled under challenging circumstances.



Type of client & cargo

BARBUSS was instructed by an Underwriter whose Insured was an important rice exporter in Middle East. The cargo consisted of a shipment of 5,800 MT of Indian rice shipped from India to Burkina Faso with a transhipment in Togo.



The incident

Cargo interest had 5,800 MT of Indian rice (in bags) being shipped from India to Burkina Faso. The vessel discharged the cargo in Togo where the consignee stored it in his warehouse for a short period of time before it could continue via inland transportation to its final destination.

During the discharge operations, many rice bags were mishandled. As a consequence, a claim for the loss of 745 bags was submitted to Underwriters.

Claims handling and final outcome

We were instructed to arrange a survey to investigate the exact circumstances, nature, and cause of any damages along with its extent of loss fully documented. We immediately contacted the local consignee's representative in Togo in order to arrange a joint survey at the consignee's warehouse. Our request to collect some documents and to visit the consignee's warehouse was rejected. Nevertheless, our investigation led us to obtain the relevant documents and valuable information allowing us to bring the survey to completion.

Based on the information we had and our experience, we were of the opinion that the cargo was damaged due to mishandling during discharging operations. Also, it is not uncommon for vessels carrying such soft commodities to arrive with minor quantity of bags torn on top stowage.

Despite all the obstacles and rejections, we managed to submit within a short period of time a report allowing Underwriters to adjust the claim under their policy. In parallel, recovery negotiations have commenced against the liable third parties with a view to recovering in a short period of time.

If you have any casualty or any problem with your cargo, do not hesitate to contact us:

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