

## Live Webinar - Introduction to Cargo Claims

**Duration:** 3 Hours

**Maximum 10 delegates**

### About the course

This three-hour online course provides a concise yet comprehensive understanding of cargo claims, insurance losses, charges, prevention strategies, and recoveries.

### Who should attend?

Logistics professionals, freight forwarders, insurance specialists, claims handlers, and supply chain managers.

### Course Objectives

By the end of this course, participants will be able to:

- Understand the cargo claims process and key steps in filing a claim.
- Identify different types of cargo insurance losses and how indemnity is calculated.
- Recognise charges associated with cargo insurance claims.
- Learn best practices for preventing cargo claims.
- Understand the recovery process and subrogation in cargo claims.

### Course content

#### Introduction to Cargo Claims

- Overview of the session objectives
- Importance of cargo claims in logistics
- Who can file a cargo claim?

#### The Cargo Claims Process

- Steps in filing a claim:
  - Notification of loss
  - Required documentation (Bill of Lading, survey reports, invoices)
  - Investigation and settlement
- Review a sample cargo claim process

#### Types of Cargo Insurance Loss & Associated Charges

- Types of losses:
  - All-risk vs. Named perils
  - Total loss vs. Partial loss
- Charges in claims:
  - Deductibles, salvage costs, surveyor fees, general average contributions

- How insurance calculates indemnity

#### Cargo Claims Prevention

- Best practices in cargo handling, packaging, and risk mitigation
- Role of technology (GPS tracking, IoT monitoring)
- Importance of proper documentation
- Strategies to prevent common cargo claims

#### Recoveries in Cargo Claims

- Understanding subrogation
- Recovering losses from liable parties (carriers, insurers, third parties)
- Limits of liability and legal considerations