



**PLATINUM**  
CARGO LOGISTICS  
**Claim Procedures**

Platinum Cargo recognizes that claims are a source of stress and anxiety to our customers and is dedicated to resolving claims for lost or damaged shipments in the quickest manner possible. In that light, we have created this resource as a guide to our customers for use in the claim process. In the event of a claim the following procedures should be followed:

1. NOTIFY a Platinum Cargo representative as soon as possible (preferably in writing).
2. A Platinum Representative will respond to you within 48 hours with this form including a claim form as well as contact information for the claims department.
3. Fill out and submit the claim form with all available information as soon as possible.
  - o Information that is needed:
    - Exact location of the cargo
      - If the merchandise needs to be moved for an inspection to determine the amount of damage sustained, do not transfer the cargo until directed to do so by a member of the claims team.
    - Pictures of the damage if available
    - Packing list or other evidence substantiating the contents of the shipment
    - Invoice substantiating the value of the merchandise that corresponds with the amount of claim.
    - Evidence of insurance with Platinum Cargo
    - Repair estimates if applicable
    - Any other relevant information that is available.
4. Upon receipt of the submitted claim form, a claim team representative will respond within 15 business days. The response will include a formal notice of receipt of claim including the claim number that has been assigned as well as a request for any other documentation or any other information that is required
5. Platinum is committed to resolving claims within 30-60 days of receipt of the claim form provided all documentation is available in a timely manner.

Contact information for the claims department:

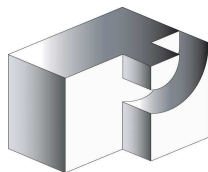
Phone number – 310-436-2060

Email address – [claims@platinumcargo.com](mailto:claims@platinumcargo.com)

Fax number – 310-694-9092

Thank you for your support of Platinum Cargo Logistics Inc.

Platinum Cargo Logistics  
871 E Artesia  
Carson, CA 90746



**PLATINUM**  
CARGO LOGISTICS

**NOTICE OF LOSS**

DATE: \_\_\_\_\_

CLAIMANT COMPANY NAME \_\_\_\_\_

CLAIMANT PHONE \_\_\_\_\_

CLAIMANT ADDRESS \_\_\_\_\_

CLAIMANT FAX \_\_\_\_\_

CLAIMANT CONTACT \_\_\_\_\_

**SHIPMENT DETAILS**

HAWB # (IF ANY): \_\_\_\_\_

HAWB DATE: \_\_\_\_\_

BOL # (IF ANY): \_\_\_\_\_

BOL DATE: \_\_\_\_\_

COMMODITY: \_\_\_\_\_

PACKING: \_\_\_\_\_

WAS SHIPMENT INSURED BY PLATINUM PRIOR TO SHIPMENT?  YES  NO

IF YES, AMOUNT: \_\_\_\_\_

DO YOU CARRY YOUR OWN CARGO INSURANCE?  YES  NO

**DAMAGE OR LOSS SPECIFICS**

**SHIPMENT ARRIVED DAMAGED**

WEIGHT OF DAMAGED CARGO: \_\_\_\_\_

ENTIRE SHIPMENT

PORTION OF SHIPMENT # MISSING ITEMS \_\_\_\_\_

DETAILS OF TYPE OF DAMAGE: \_\_\_\_\_

WAS THE DAMAGE CONCEALED?: \_\_\_\_\_

IF YES, WHEN & HOW WAS IT DISCOVERED?: \_\_\_\_\_

DELIVERY RECEIPT WAS SIGNED:  CLEAN  WITH EXCEPTIONS

WHY THE DELAY IN REPORTING DAMAGE? \_\_\_\_\_

WERE STEPS TAKEN TO MITIGATE DAMAGES? \_\_\_\_\_

IF YES, WHAT WERE THEY? \_\_\_\_\_

**SHIPMENT DID NOT ARRIVE** WHEN WAS IT EXPECTED: \_\_\_\_\_

ENTIRE SHIPMENT

PORTION OF SHIPMENT # MISSING ITEMS \_\_\_\_\_

WHAT WAS LOST? \_\_\_\_\_

WEIGHT OF LOST PORTION: \_\_\_\_\_

**LOSS AMOUNT / REPAIR STATUS**

CAN THE GOODS BE REPAIRED?  YES  NO

DO THE GOODS NEED TO BE REPLACED?  YES  NO

ESTIMATED CLAIM AMOUNT: \_\_\_\_\_