CLAIM PROTEST PROTOCOL

CLIENT NOTICE | COSCO SHIPPING Lines (Chile) S.A.

Dear Customer,

To ensure proper registration, traceability, and timely handling of cargo claims, please follow the mandatory **Claim Protest Protocol** below when submitting a claim.

1. CLAIM SUBMISSION - MANDATORY EMAIL ADDRESSES

Claims must be submitted by email to all addresses below:
ics@coscon.com
dingyw@coscon.com
dingxia@coscon.com
mcanales@coscoshipping.cl

2. MANDATORY EMAIL SUBJECT FORMAT

The email subject line **must contain all of the following information**. Incomplete subject lines may delay identification and processing of the claim.

1	Vessel name and voyage
2	COSCON B/L number
3	Container unit number
4	POD (Port of Discharge)
5	Claimed amount and currency

Required subject structure:

[VESSEL NAME / VOYAGE] - [COSCON B/L] - [CONTAINER UNIT] - [POD] - [CLAIMED AMOUNT / CURRENCY]

3. BASIC REQUIRED DOCUMENTATION

No.	Document	Basic requirement
1	**Formal Claim Letter**	Detailing the incident, nature of the loss/damage, and claimed amount.
2	**Master Bill of Lading (B/L)**	Master B/L number and copy, including the Carrier details.
3	**Survey / Inspection Report**	Report issued by the appointed surveyor/inspector determining the loss or damage.
4	**Commercial Documentation**	Packing list and original commercial invoice related to the affected cargo.
5	**Supporting Evidence**	Photographs and any other relevant evidence or supporting documentation.

As claims are handled by our Head Office Claims Team in China, **the entire claim and all supporting documentation must be submitted in English**.

4. CLAIM REVIEW AND FOLLOW-UP

Once your claim and supporting documentation have been received, our Claims Team will review the case and respond as soon as possible. Should any additional information or documentation be required during the review process, we will contact you accordingly.

> **IMPORTANT:** Compliance with the mandatory email recipients, subject format, and required documentation is necessary for correct claim identification and internal routing.

Thank you for your cooperation.

COSCO SHIPPING Lines (Chile) S.A.
Claims / Operations