

## INSTRUCTIONS REGARDING THE CLAIMS PROCEDURE

- Prior to collecting the cargo from the terminal, it is imperative for the driver to thoroughly inspect the cargo for any signs of damage.
- In the event of evident damage, the driver should request a damage/recheck report from the harbor operatives. Furthermore, it is essential to ensure that the report is countersigned by the representative of Finnlines at the port.
- We strongly advise the driver to capture photographic evidence of the damaged cargo while it is still at the terminal.
- **Kindly be informed that Finnlines is unable to process a claim without a damage/recheck report that clearly specifies the damaged cargo.** This report must be obtained prior to taking delivery of the cargo at the terminal.

### Damage notification

- Finnlines must be held accountable in written form, no later than three (3) days following the cargo delivery. The claim should include a copy of the signed damage/recheck report, as well as photographic evidence of the damaged cargo.
- To expedite the process, kindly include the shipment number, which begins with SF, along with the relevant details such as the units license plate or/and identification number, vessel name and dates of occurrence.
- All damage notifications should be directed to the claims department at the following address: [claims.fi@finnlines.com](mailto:claims.fi@finnlines.com)
- Following the receipt of the claims notification, Finnlines will initiate investigations and provide a response once the investigations have been concluded.

### Repair invoice

- In order for Finnlines to complete the case file, a repair estimate including a detailed breakdown must be provided upon request.
- Based on the claim amount and the nature of the claim, Finnlines reserves the right to engage a surveyor to assess the reported damage.
- Once Finnlines has provided written acceptance, an invoice containing the designated damage reference and the agreed-upon costs, along with a copy of the original invoice from the repair shop, may be forwarded to our claims department: [claims.fi@finnlines.com](mailto:claims.fi@finnlines.com)

### General

- For any inquiries related to claims, please do not hesitate to contact us at: [claims.fi@finnlines.com](mailto:claims.fi@finnlines.com)
- Our claims procedure adheres strictly to the established Finnlines Standard Conditions of Carriage. You may access the conditions on our website: <https://www.finnlines.com/wp-content/uploads/2022/05/Standard-Conditions-of-Carriage.pdf>.
- Should you require a copy, please don't hesitate to request it, and we will gladly provide it to you

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#### Finnlines Plc