

CMA CGM

CARGO INSURANCE

Your questions



Our answers



I don't need cargo insurance. If my goods suffered from any loss or damages, I will send you a claim notification and obtain a full compensation.

There are actually many instances for which a carrier is not liable. In these cases, a carrier can legally refuse to compensate the loss or damage to the cargo: this is the case for acts of God, force majeure...

A carrier has limited liability under International Conventions for the loss or damage to goods, meaning that in case of claims, you may not recover the full value of your cargo.

Furthermore, in the case of a General Average incident, you will be asked to contribute to the overall costs incurred by the incident, even if your cargo has not been damaged.

These above situations will be avoided with an "All Risks" Cargo Insurance, where in the event of a claim you can obtain compensation up to the full value of your cargo.

Isn't shipping with CMA CGM Group supposed to be safe?

Taking care of your cargo is our priority.

Thousands of customers rely on us every day to deliver their shipments reliably and safely.

But some unexpected events that can lead to loss or damage are out of our control, despite our enhanced safety and security measures (handling operations, natural catastrophes...)

I already have insurance and I am happy with my supplier. Why should I change for yours?

There are many additional benefits to buy your insurance with us, instead of directly from the insurance company / broker:

- One stop shop. With one call, you will obtain two quotes and one invoice: Freight + Insurance. Couldn't be simpler and you will also save so much time!
- You will benefit from the lowest rates negotiated only for our clients with a First Class Insurer, and **without a deductible / excess**. Just give us a chance to quote so you can compare the price.

- Best prices regardless of your claims history. If you have several claims in any particular year, your insurance company will probably increase your insurance cost the following year or even cancel your policy. This will not happen if you buy your insurance through us, as you benefit from our buying power as a World leader in the shipping industry.
- Best after-sales support: We are interested in building a long term relationship with you. Cargo Insurance is just one of many additional services we would like to offer you. We wouldn't let it jeopardize our core business, so we will do whatever we can to ensure that your goods are covered.

You are too expensive

Let's compare the terms and conditions of your Insurance Policy with the ones we offered.

Are you covered for all the risks or only for major events? Do you have any applicable deductible / excess? Remember that our insurance is without a deductible/excess, and this needs to be taken into account when comparing the price.

Our Cargo Insurance Program is very competitive and offers the widest coverage.

- All risks basis coverage based on the ICC A clauses, the most known and most comprehensive cover in the world
- Cover up to the **full cargo value**
- **No excess / No deductible**
- For reefer clients, damages due to temperature variations are covered **with no minimum waiting period**
- Simple and quick process for claims : **compensation guaranteed within 30 days**
- And the lowest rates negotiated with a First Class Insurer

Just give us a chance to quote at least so you can compare, or give us a trial shipment. You have nothing to lose.



I don't feel comfortable putting all my eggs in one basket.

Benefit from our buying power as a World leader in the shipping industry, where we are able to negotiate better rates for you, and give you additional support in your dealings with the insurance company.

Let us worry about your goods, so you can focus on your business.

Is there not a conflict of interest? I don't want to insure with the same company I ship with! What if there is a problem and you are liable?

There is no conflict of interest. Insurance is through a third party company. On the contrary, CMA CGM Insurance department will help and support you in obtaining your indemnity as soon as possible, as it is in our interest that our clients are satisfied with the cargo insurance solution that we propose.

I have an annual policy which covers all my shipments, regardless of the carrier. Can you offer me the same?

We can normally only allow you to benefit from the preferential rates we have negotiated for our own global cargo insurance policy when your goods are carried with us. However, we can always find a tailor-made solution in partnership with our insurance broker. The only additional information they would need to quote is your claims history for the last 3 years.

I need coverage door-to-door, and you don't look after my pre/on-carriage.

Actually, we can provide door-to-door coverage whether it is Carrier Haulage or Merchant Haulage.

Who do I contact in case of claims?

The procedure to follow in case of loss or damage is duly explained on the back of the insurance certificate you've received. You must contact the surveyor indicated on this certificate. He will then send his report directly to the insurance broker. CMA CGM will be kept informed of all claims by the broker, and we will support you in your discussions with the insurance company to ensure that everything is dealt with in a timely and professional manner.

You can also contact your usual sales representative/agents who will guide you and support you during the whole claims declaration process.

Will I have to wait months to get my money?"

In case of an incident, you will receive compensation **within 30 days** from the moment you provide us/the insurers with all the documentation required.

CONTACTS

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For more details, please contact your Sales Representative



CMA CGM **CARGO** INSURANCE

Facilitate your shipping experience

