

Response Times (considered business days)

When reviewing these response times, it is important to consider the following:

These times consider the business days elapsed since the delivery of the last document sent by the client.

These times vary for shipments that have the optional insurance offered by the company.

Missing Perishable/Pharma Cargo for a value less than USD 5,000.-

RECEIPT OF CLAIM	ACKNOWLEDGMENT RECEIPT OR REQUEST FOR MISSING DOCUMENTS	INVESTIGATION AND SUBMISSION OF CLAIM RESPONSE	ACCEPTANCE OF THE ANSWER BY THE CLIENT WITH THEIR RESPECTIVE SIGNATURE	PAYMENT OF THE AMOUNT OFFERED IN THE CLAIM RESPONSE
0 days	5 days from receipt of claim	35 days from receipt of requested documents	0 days	30 days after customer acceptance

Missing Dry Cargo for a value less than USD 5,000.-

RECEIPT OF CLAIM	ACKNOWLEDGMENT RECEIPT OR REQUEST FOR MISSING DOCUMENTS	INVESTIGATION AND SUBMISSION OF CLAIM RESPONSE	ACCEPTANCE OF THE ANSWER BY THE CLIENT WITH THEIR RESPECTIVE SIGNATURE	PAYMENT OF THE AMOUNT OFFERED IN THE CLAIM RESPONSE
0 days	5 days from receipt of claim	35 days from receipt of requested documents	0 days	30 days after customer acceptance

Other Causes (Damages / Losses / Loss of Condition) less than USD 5,000.-

RECEIPT OF CLAIM	ACKNOWLEDGMENT RECEIPT OR REQUEST FOR MISSING DOCUMENTS	INVESTIGATION AND SUBMISSION OF CLAIM RESPONSE	ACCEPTANCE OF THE ANSWER BY THE CLIENT WITH THEIR RESPECTIVE SIGNATURE	PAYMENT OF THE AMOUNT OFFERED IN THE CLAIM RESPONSE
0 days	5 days from receipt of claim	35 days from receipt of requested documents	0 days	30 days after customer acceptance

Missing Perishable/Pharma Cargo greater than USD 5,000.-

RECEIPT OF CLAIM	ACKNOWLEDGMENT RECEIPT OR REQUEST FOR MISSING DOCUMENTS	INVESTIGATION AND SUBMISSION OF CLAIM RESPONSE	ACCEPTANCE OF THE ANSWER BY THE CLIENT WITH THEIR RESPECTIVE SIGNATURE	PAYMENT OF THE AMOUNT OFFERED IN THE CLAIM RESPONSE
0 days	5 days from receipt of claim	35 days from receipt of requested documents	0 days	30 days after customer acceptance

Missing Dry Cargo greater than USD 5,000.-

RECEIPT OF CLAIM	ACKNOWLEDGMENT RECEIPT OR REQUEST FOR MISSING DOCUMENTS	INVESTIGATION AND SUBMISSION OF CLAIM RESPONSE	ACCEPTANCE OF THE ANSWER BY THE CLIENT WITH THEIR RESPECTIVE SIGNATURE	PAYMENT OF THE AMOUNT OFFERED IN THE CLAIM RESPONSE
0 days	5 days from receipt of claim	35 days from receipt of requested documents	0 days	30 days after customer acceptance

Other Causes (Damages / Losses / Loss of Condition) greater than USD 5,000.-

RECEIPT OF CLAIM	ACKNOWLEDGMENT RECEIPT OR REQUEST FOR MISSING DOCUMENTS	INVESTIGATION AND SUBMISSION OF CLAIM RESPONSE	ACCEPTANCE OF THE ANSWER BY THE CLIENT WITH THEIR RESPECTIVE SIGNATURE	PAYMENT OF THE AMOUNT OFFERED IN THE CLAIM RESPONSE
0 days	5 days from receipt of claim	35 days from receipt of requested documents	0 days	30 days after customer acceptance

*In the case of Colombia, all complaints and claims attention will be delivered within 15 business days following the client's request.