



UPSC (Thailand) Limited

a UPS Capital Company

UPSC (Thailand) Limited
42nd Floor, Jewelry Trade Center
Building Unit 919/498 Silom Road,
Silom, Bangrak, Bangkok 10500
Phone: +66 2117 5750
Email: operationsupscth@ups.com

PARCEL PRO™ CARGO CLAIM FORM

Complete this CLAIM FORM as your cover page and submit it along with your claim documentation. If you need assistance with completing this claim form, feel free to contact us at the email address or phone number provided above. If shipment is received damaged or with contents missing, please attach photos if available.

For package: 3 photos of 1) the package 2) the internal packaging materials and 3) merchandise;

For cargo: 4 photos of 1) the container exterior 2) the container interior 3) the internal packaging materials and 4) the merchandise.

Claim Information

Shipper Name _____ Shipper Number _____ Pick-Up Date _____

Account you want payment sent to: _____ IBAN _____ BIC / SWIFT _____

Package / Cargo Status (check all that apply): Lost Damage Missing Contents

Transportation Carrier _____ Tracking Number / Bill of Lading Number _____

Merchandise Description and Quantity _____

Merchandise Condition (New or Used) _____ Insured Value _____ Weight _____

Total Amount of Claim _____ Claimed Sales Invoice Amount _____ Claimed Shipping Amount _____

Current Location of Package / Cargo? Shipper Destination Unknown

Claimant's Contact Name _____ Tel No. _____ Contact E-Mail Address _____

Comments/Detailed Packaging Description: _____

Destination Contact, Address, Email Address and Phone Number: _____

The information provided is correct to the best of my knowledge.

Signature and Company Stamp (if required) _____ Date _____

Required Supporting Documents:

Commercial Invoice of Sale AWB/Bill of Lading Proof of Notification of Loss to the Transportation Carrier

NOTE: No claims for loss or damage shall be valid unless the package or container, inner cartons, packing and contents have been preserved and made available for inspection by UPSC (Thailand) Limited.

Insurance coverage is provided under a policy issued by an authorized insurance company to Parcel Pro, Inc. Terms, restrictions and conditions apply. Please speak to a sales representative for more details.

All personal data collected hereunder shall be processed in accordance with the UPS Capital Privacy Notice available at <https://upscapital.com/th-en/>.



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STEPS TO FILE A CLAIM

- 1. You are required retain all available damaged product, box and packing materials in order to be made available in the event an inspection or survey becomes necessary. You are also required to take any necessary steps to reduce or prevent further loss of the goods.**
- 2. For claims on UPS Small Package shipments, submitting your claim form to UPSC (Thailand) Limited will satisfy the requirement to put the transportation carrier on notice. For all other claims, promptly notify the transportation carrier in writing that there was an issue with the shipment. Please see the sample notice letter as a point of reference.**
- 3. Promptly file your claim and supporting documents to UPSC (Thailand) Limited in writing by fax or email immediately after putting the transportation carrier on notice.**

FREQUENTLY ASKED QUESTIONS

- 1. How will I know that my claim has been received?**

You will receive a written acknowledgement of claim receipt by email within 48 hours. In the event that you do not hear anything from our office within 5 business days of submitting your claim, feel free to call us at +66 2117 5750 in order to confirm if we have received your claim.
- 2. What can cause my claim to be delayed?**
 - a. All cargo insurance companies have three basic requirements before a claim can be paid.
 - i. Evidence that there was a loss or damage to the goods.
 - ii. Evidence to support the value of the claim.
 - iii. Evidence to support that the loss occurred during transit.
 - b. Failure to provide information or documents that have been requested in writing by claims office may cause your claim to be delayed.
 - c. In the event of a damage claim, failure to retain the damaged cargo may result in a denial or a delay in your claim.
- 3. How long will it take to receive payment?**

As stated above, we strive to review and process all covered claims within a window of 5 business days following initial receipt of your claim. If additional information is needed in order to review your claim further, the adjuster will notify you in writing. Once your claim has been processed for payment, it could take anywhere between 2 to 14 days to receive your payment. If you have received written notice that your claim has been processed, but have not received your payment within 14 days, feel free to reach out to our office.
- 4. When will I know if a survey is required?**

The insurance company has a right to request a survey generally on claims in excess of US\$5,000; However, a survey may be required on any claim.



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COMMON DOCUMENTS THAT MAY BE REQUESTED

Damaged Shipment

- **Freight**
 - Copy of Delivery Receipt and Bill of Lading
 - Detailed Photos of Container, Packaging, Label, and Damage to Cargo
 - Repair Estimate (if applicable)
 - Packing List (if applicable)
 - Freight Invoice (if applicable)
 - Replacement Invoice or Refund/Credit Memo (if applicable)
 - Certificate of Destruction

- **Small Package**
 - Detailed Photos of Packaging, Shipping Label, and Damage to Cargo
 - Repair Estimate (if applicable)
 - Packing List (if applicable)
 - Replacement Invoice or Refund/Credit Memo (if applicable)
 - Certificate of Destruction

Lost Shipment

- **Freight**
 - Packing List (if applicable) and Bill of Lading
 - Freight Invoice (if applicable)
 - Replacement Invoice or Refund/Credit Memo (if applicable)
 - Written Statement of Non-Receipt by Consignee (if applicable)
 - Police Report

- **Small Package**
 - Packing List (if applicable)
 - Replacement Invoice or Refund/Credit Memo (if applicable)
 - Written Statement of Non-Receipt by Consignee (if applicable)
 - Police Report

NOTE: Every claim is reviewed on its own merits. The list above is not intended to be an exhaustive list of all possible documents required in support of your claim. Depending on the specific circumstances of your loss, additional information or documents may become necessary in order to properly evaluate your claim. The claims adjuster will notify you in writing of any such requests.