



International FreightGuard (Pty) Ltd

10th February 2020

RE: FREIGHTGUARD CLAIMS PROCESS

1. LETTER OF ACKNOWLEDGEMENT

FreightGuard sends the Customer / Claimant a Letter of Acknowledgement

1. Advises the customer of the Claim Number
2. In the case of a claim for DAMAGE, informs the customer of the salvage requirements as follows:

In accordance with the Terms and Conditions of the FreightGuard Service Guarantee, where a claim has been paid in full for goods damaged, the Carrier reserves the right to take possession of the goods as salvage and to dispose of such goods as it sees fit.

Damaged goods must therefore be retained, without repair until this claim has been finalised.

2. David Matthee is the liaison person at DFS Global for FreightGuard and we will request Incident reports, Freight invoices and POD's from David.
3. The final decision as to the outcome of the claim will be made by David who will then advise FreightGuard of the decision on each claim.
4. Once the claim has been approved for settlement by DFS Global, FreightGuard will send the Letter of Decision (LOD) to the Customer / Claimant.
5. FreightGuard will request Operations Incident Reports from the DFS Global Branches.
6. IF DFS Global wishes to pay by EFT we need to request banking details from client

Steve Zeff
FreightGuard

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