



Falvey Claims SOPs

File Claim:

It is imperative that notice of any claim be filed in a timely manner. File a claim with Falvey at <http://www.falveycargo.com> and complete and send Notice of Damage to Carrier using Falvey template. Falvey coverage is primary coverage so you should not file a formal claim with the carrier. A completed claim file will send automated notice to the assigned contact when completed.

Please be sure to make sure the following is accurate:

- Full name of claim point of contact
- Phone number
- Email

Reporting Limits:

The Insured will complete a Falvey Shippers Insurance claim form for notice of non-delivery or damage at within not more than nine (9) months from the date of delivery in the event of a damage claim, and not more than nine (9) months from the date of the bill of lading in the event of loss. Failure to do so will void any claim.

The Insured will file written notice of loss or damage with the Carrier within the Carrier's claim reporting period, but in no event shall such notification exceed more than nine (9) months for notice of non-delivery or damage or exceed more than nine (9) months from the date of the bill of lading in the event of loss. Failure to do so will void any claim.

Concealed Damage - In the event of delay in opening packages at the insured destination, any damage discovered upon opening which can reasonably be attributed to having occurred during the insured voyage shall be adjusted in accordance with all other provisions of this policy; provided that the delay in opening does not exceed 15 days from the date of arrival at the insured destination. It is a condition of this insurance that packages showing evidence of external damage at the time of arrival at insured destination are to be opened immediately and inspected for damage.

First Notice of Loss Documentation:

- Completed notification of the claim to the respective carrier involved (using Falvey Notice of Damage to Carrier template)
- Bill of lading
- Signed delivery receipt / carrier's confirmation of non-delivery, whichever is applicable
- Invoice
- Packing list
- Freight invoice
- Photos of the goods and packaging taken prior to shipment, if available
- Photos of the goods and packaging taken after delivery
- Itemized repair invoice

Additional documentation may be requested by the adjuster.



Claim Issues/Elevation of Communication:

Please utilize the respective Falvey Shippers Insurance Claim Specialist email for all claim communication and inquiries. Elevating the inquiries to the specifically assigned Claims Specialist with reference to the Falvey Shippers claim number will ensure both timely and accurate responses.

In the event of an elevated/urgent claim inquiry from a Customer – Please elevate this to the following;

John Larimer – Vice President of Claims
Phone: 401-675-9236
Email: jarimer@falveycargo.com

Lisbeth White – Claim Team Leader
Phone: 401-675-9242
Email: lwhite@falveycargo.com

Online Status Updates:

Claim details and status updates can be located at any point through the Falvey Portal.

Claims Process Overview:

- Claims are reported with supporting documentation via API or online portal. This portal is available 24/7.
- Claims are set up, assigned to a claim handler, and acknowledged within 24 hours of being reported.
- If additional documentation is required, an overview of this detail is provided at the time of the acknowledgment of the claim.
- Claim handlers are notified on a bi-weekly basis, if not sooner, via an online memo diary integrated with the claims system to continuously move the adjustment process forward.
- FSI utilizes a paperless claims environment and has a variety of systems to facilitate ease and flexibility in communication and handling of documentation with clients.
- The FSI system and claims process provides transparency to all parties; carrier, broker, client, and the claimant.
- The goal of the claims team is to pay fairly and promptly once all documentation necessary for the claim has been received through efficient and convenient processes.
- Upon payment, FSI's Recoveries Team handles subrogation in order to effectively maintain a favorable loss ratio for clients.

CARGO CLAIMS QUICK REFERENCE GUIDE

Overview

Cargo coverage is provided through Falvey Insurance Group. All cargo claims must be filed directly with Falvey.

Filing Options

- Through AFS SmartTMS using your shipment record
- Directly through the Falvey claims portal

How to File a Claim through AFS SmartTMS

1. Locate Your Shipment

Log into AFS SmartTMS and navigate to My Shipments. Identify your shipment using the shipment number.

2. Open the Action Menu

Click the three-dot (■) menu on the shipment row.

3. File Your Claim

Select 'File Cargo Claim with Falvey'. You will be redirected to the Falvey claims portal to complete your submission.

Alternate Option

File directly at: <https://falveyinsurancegroup.com/file-claim/>

Tips for Faster Processing

- File your claim as soon as damage or loss is identified
- Include supporting documentation (BOL, invoice, photos if applicable)
- Ensure all information is complete before submitting

Need Additional Assistance?

Contact your assigned AFS Representative or Account Manager. Provide a brief description of your issue. They can assist with navigating AFS SmartTMS, locating shipment details, and answering process questions.

Note: For claim-specific updates or status, you may be directed to Falvey Insurance Group.