

Hybrid Claims Process

Purpose:

Beemac Logistics strives to provide superior customer service while protecting the interests of Beemac and our agents. The Beemac Claims Department manages cargo claims as an intermediary. This training document will identify what should be reported, in what timeline, and with what detail while keep you and your customers updated through the claims process.

What needs to be reported?

Brokerage accident claims should be reported as soon as reasonable during normal business hours unless extenuating circumstances warrant an after-hours call. When there is an expectation that cost will be incurred, these must be reported to the Claims Department at claims@Beemac.com :

- Cargo damage that we expect will result in a claim
- Cargo being rejected by a consignee that is not expected to
- Property damage caused by a carrier that is not being managed by the carrier
- Motor Vehicle Accidents that result in a fatality

What should be included in the email if you know it? (if you don't, we will take the ball) Think of the 5 W's: WHO, WHAT, WHERE, WHEN & WHY.

Who: list all the parties involved and their Point of Contact.

What: give a detailed description of what happened.

Where: describe where the incident took place.

When: indicate the period that the incident took place and the time you were notified.

Why: what was the reason for the damage?

Here is a checklist to assist you in sending your email:

1. **Beemac Load Number** – DO NOT FORGET TO INCLUDE THE ORDER NUMBER, this will enable the Claims Department to locate your order in the system easily.

2. **Be Detailed** about the description of the incident, cargo or property damage.

3. **All parties involved:**

Who is the Point of Contact (POC) for the Customer? Who is the Point of Contact (POC) for the Carrier?

4. **Important Documents to attach:** signed BOL and Damage Pictures

5. Please include the following information:

- if the load is being returned to shipper, or if the Customer is accepting material, or if the Carrier is handling the bill.

-Is the expected claim value greater than/less than the carrier's linehaul? If so, do they agree to allow us to deduct the claim from the linehaul?

-What has been done to mitigate the loss? Is cargo sitting at tow yard accruing storage?

-If a load shift, have we restacked/repositioned?

-If reefer issue, has reefer download been obtained?

IMPORTANT THINGS TO KNOW:

1. Everyone involved in the claim, from shipper to consignee to carrier to customer, has a duty to mitigate the loss. For example, if you have a few raindrops on steel sheets, the consignee can't just let it sit there until it rusts. After an accident, the carrier cannot leave the cargo in a tow yard indefinitely until storage exceeds the product value. Everyone has an obligation to do what they can to make things as good as reasonable.
2. The claims department commits to give your customer POC, you and Hybrid Management an status update every 2 weeks with any updates. This will apply to all actual claims that have been filed. If no actual claim has been filed, we will not provide an update.
3. System work – Upon a claim occurring, if all or a portion of the load is delivered, please deliver the load in the system and the load should be billed. If the entire load is rejected, the load should be voided as a rule of thumb. If a unique situation occurs, please reach out to Hybrid Management to manage the order flow process.
4. Upon a claim occurring, Claims will handle putting carrier payment on hold.
5. After initial report, Hybrid representatives should remain out of the claims process and customer communication. We do recommend to follow up and to set reminds for yourself to ensure the claims department is providing updates to you and your customer. If they are not, push the issue and raise it up.