



MARINE CARGO CLAIM PROCESS

SHIPPER/CONSIGNEE

CLAIM INTIMATION

E-mail
genclaim@tmnf.ae
Website
www.tmnf.ae

STEP 1

TMNF NOMINATES SURVEYOR

ACKNOWLEDGMENT

Inspection and joint survey with carriers
Recovery Notice

STEP 2

CONSIGNEE

Submission of Claim documents and Claim bill

STEP 3

SURVEYOR

SUBMISSION OF REPORT

TMNF to review survey report & documents and process payable claim settlement.

STEP 4

TMNF

Shipper/Consignee claim money and signoff discharge receipt

TMNF Pursue Recovery Rights

Shipper/Consignee claim money and signoff discharge receipt



TOKIO MARINE
NICHIDO

TOLL FREE: 800TMNF (800-8663) | www.tmnf.ae