

GLOBAL MARINE PRACTICE

ParcelCover: Online Claims Management and Reporting

ParcelCover's claim reporting functionality is an efficient and effective way to report a cargo claim or incident, even if you have not created a Certificate of Insurance for the shipment on ParcelCover. The convenience of ParcelCover's 24/7 claims notification facility allows you or your customers to report a claim quickly and securely anywhere in the world. Your Marsh claims representative, broker, and any other designated recipient(s) are immediately notified by email once the First Notice of Loss (FNOL) report has been submitted.

Add Documentation and Review Progress

Once reported, the status of each claim can be monitored online including access to correspondence, documentation, or survey reports. Documents required to process your claim can be uploaded and reviewed online by yourself, your customers, or any other individuals that are party to the claim, while access to sensitive documentation can be restricted to only those parties needing access.

Create Real-Time Claims Reports

Real-time loss histories and other reports can be quickly generated using ParcelCover.com's claims reporting functionality, although we recommend that you discuss these with your Marsh Claims representative before acting on any reports. ParcelCover.com unites all parties of the claims process to help ensure the smooth, efficient, and comprehensive handling of your claims.

See over for detail of the simple three-step process required to report an incident.

To Use Parcelcover to Report a Claim, Simply Follow the Steps Below:

1. Go to www.ParcelCover.com
2. Click **Customer Log In**
3. Click **Report a Claim**
4. Complete the four step "**First Notice of loss**" online questionnaire. The following is a high level overview of the information required:
 - A. Claimant details (name and contact information)
 - B. Basic cargo policy details (policy number)
 - C. Basic loss details (date of loss, estimated amount of loss, and a brief description of the loss)
 - D. Basic voyage information and the current location of the cargo

For additional details or comprehensive instructions regarding ParcelCover.com's claims functionality, contact your local Marsh representative.

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