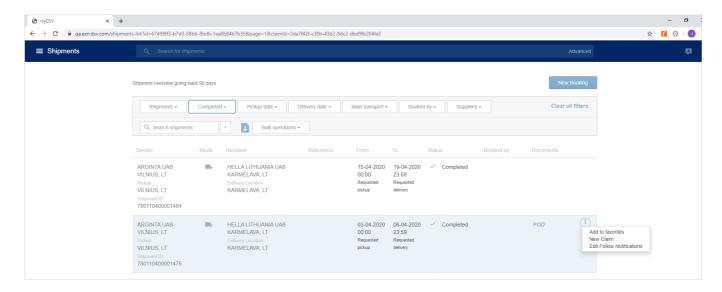


How to report a claim

On myDSV you can choose to file a claim directly from the shipment list or by choosing claims in the menu and start a blank registration form. If you don't have an active account on myDSV you can create an account on the myDSV website (https://myDSV.com).

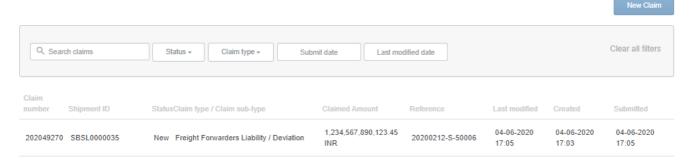
File a claim from shipment list

If the shipment is already in myDSV the easiest way to register a claim is directly from the shipment list. Once the actual shipment is found you need to push the icon with the three dots and choose "New claim" – see below. By registering the claim directly from the shipment, a number of fields will be pre-populated in the registration form.



File a claim from claims menu

If the shipment is not available in myDSV you can register the claim by clicking claims on the left side menu, and you will be redirected to a claims list that will display all claims previously registered by you. Here you can find further information on the claims registered. Below you can see the claims list and here it is also possible to file a new claim using the button "New claim"



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We provide and manage supply chain solutions for thousands of companies every day – from the small family run business to the large global corporation. Our reach is global, yet our presence is local and close to our customers. 60,000 employees in more than 90 countries work passionately to deliver great customer experiences and high-quality services.



File claim - transport

Describe the incident by typing in:

- DSV Country / Region and DSV division that is being claimed
- Shipment number (Shipment ID) related to the claim
- Reference: Internal reference of the customer
- Claim type: DSV Cargo Insurance (shipments where insurance has been purchased with DSV) or Freight Forwarders Liability
- Claim sub-type: I.e. damage, total loss etc.
- Date of loss: Date of occurred damage
- Claimed amount and Currency code: The claimed amount towards DSV and currency
- Damaged goods in kilo: Type in the weight of the damaged goods
- Commodity: Choose the type of goods that has been damaged
- Customer name: Name of the customer claiming DSV
- Description: Describe what has been damaged and the circumstances
- Attachments: Add attachments related to the damage, such as pictures, commercial invoice and POD.
- · Finally push submit claim

It is always possible to edit the prefilled information in the form before submission.

Once the form has been submitted it is not possible to edit the form any longer.

All further communication including additional attachments should be send to the following mailaddress using the Claim ID in the subject line.

Claims.cherwell@dsv.com

Make a new claim Provide your claims information to make a new clain DSV Country / Region Denmark **DSV** Division All A Sea Shipment Number Reference Claim type DSV Cargo Issurance (ahipments where is nurchased with DSV) or Freight Forwarders Liability Lookup a type Claim sub-type e.g. damage, rotal loss Date of Loss Date of occurred damage Claimed Amount The claimed amount towards DSV and currency Currency Code Loosup a currency code Damaged goods in kilo Type in the weight of the damaged goods Commodity Choose the type of goods that has been damage. Leolup a commodity **Customer Name** Description Please elaborate on the claim details here Attachments Add attachment such as pictures, commercial invoice a

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