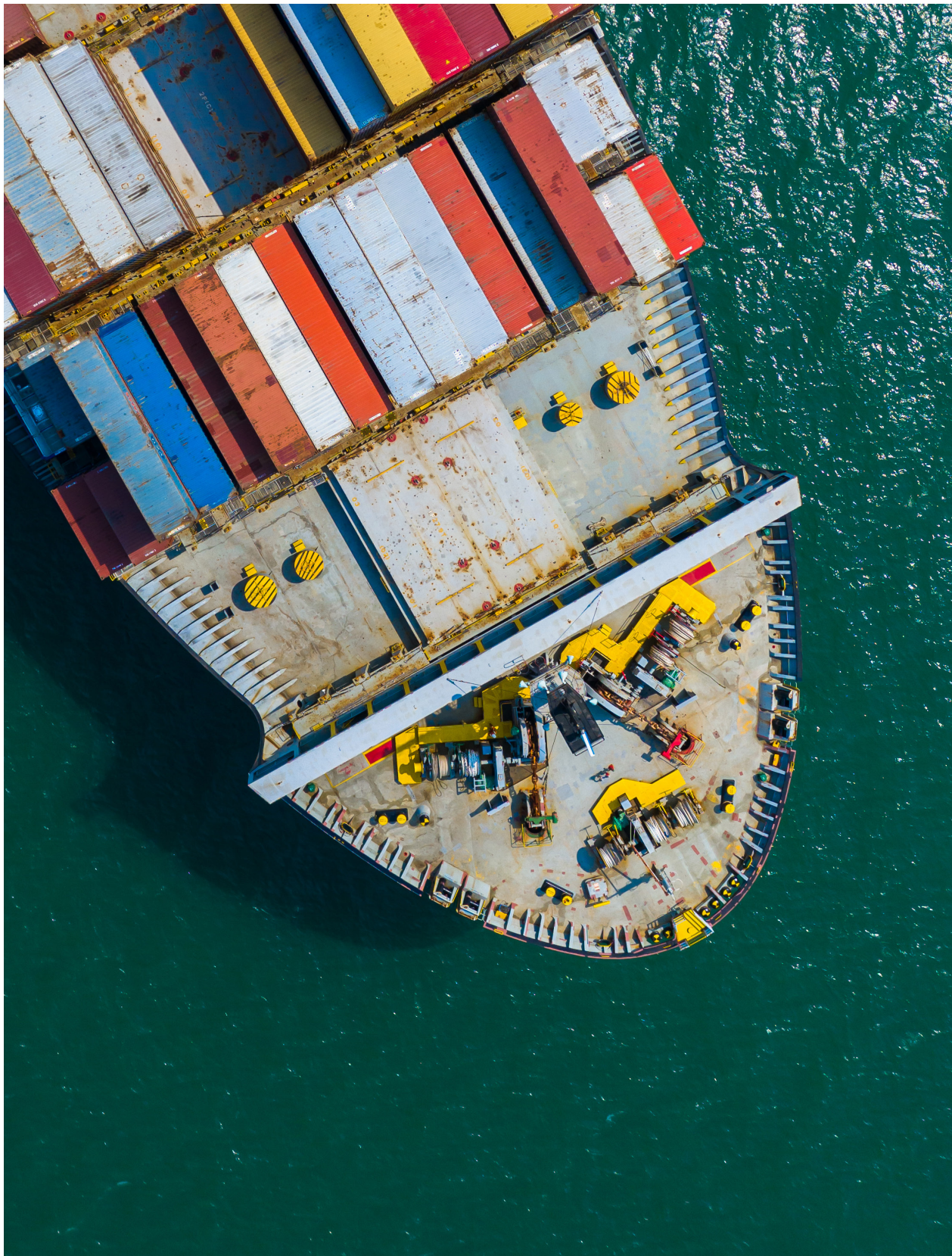
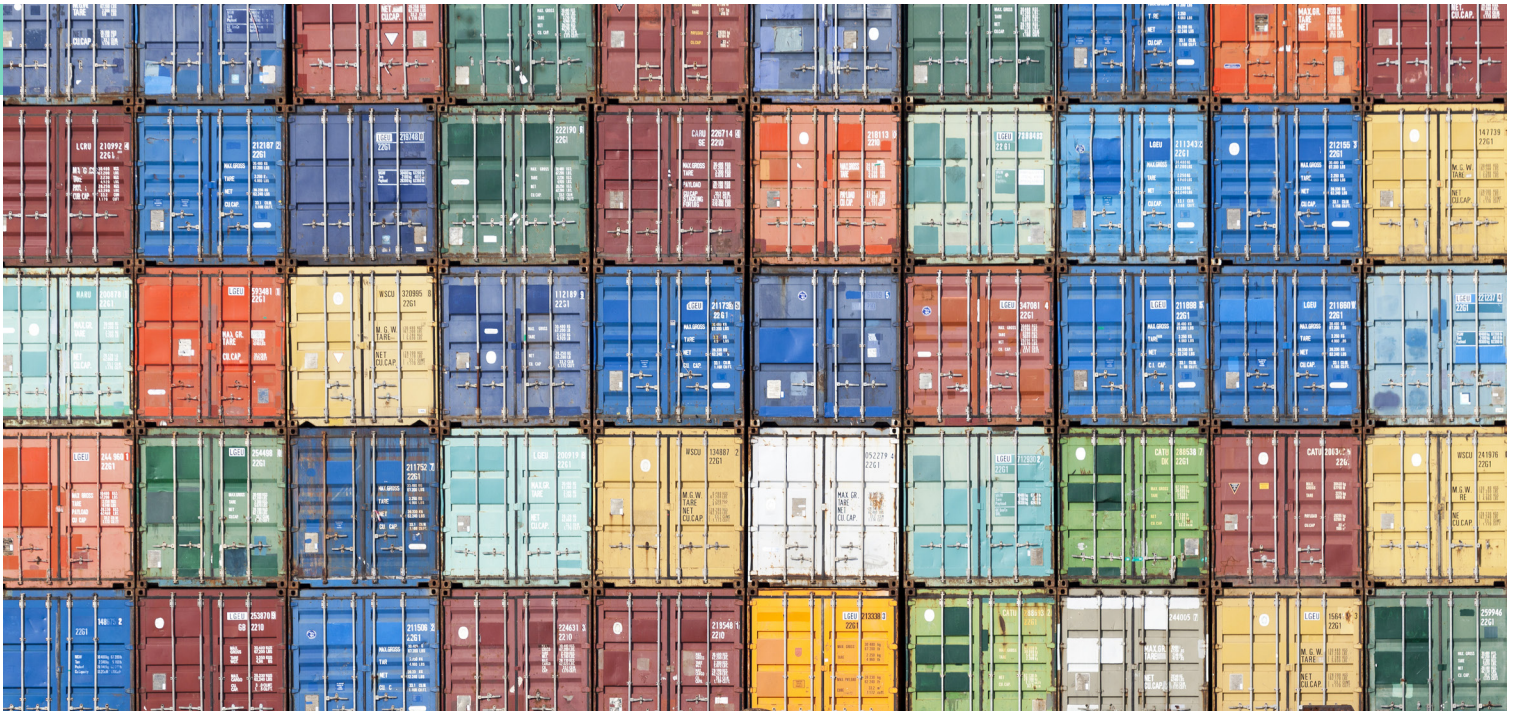


# 5 Benefits of a Cargo Claims Management Program







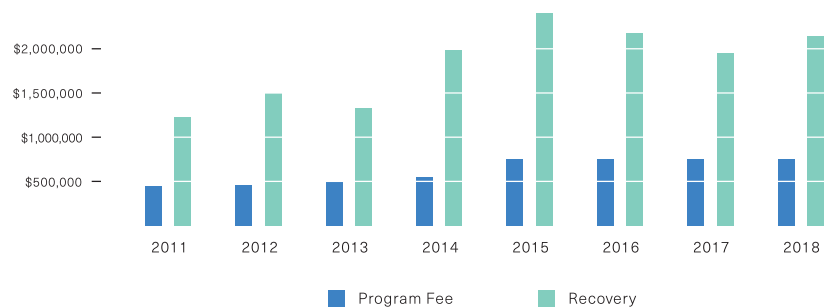
When cargo is lost or damaged in transit, a formal claim should be filed with the carrier to recover any money that may be owed to the consignee. A claims management program is the outsourcing of a company's cargo claims for lost or damaged cargo to a specialized 3rd party provider, such as ECIB. Risk managers and logistics professionals often lack the time or resources to focus on cargo claims, which is why a claims management program is such an attractive solution.

Here are some of the main benefits of implementing a claims management program:

- 1. Less administrative work on internal resources:** a claims management program will first and foremost free up your people to do what they do best, not spend endless hours chasing claims.
- 2. Increased carrier recovery:** having a specialized, logistics-oriented claims partner, like ECIB, will help you maximize your monetary recovery from the carriers.
- 3. Improve carrier claim performance and better manage carriers:** data analytics will allow your organization to understand where losses are occurring, take steps to address poor-performing carriers, and make improvements to your supply chain.
- 4. Ability to analyze supply chain exceptions:** along with monitoring carrier performance, claims data allows your company to take a look at product packaging, clean sign-offs, and other sources of claims issues to see what can be improved in terms of your own local operations.
- 5. Reduce and control claim costs:** ECIB will work with you to implement process improvements, which may include: training, new policies and procedures, and overall best practices.

#### Program Fee vs. Recovery

Sample Claims Management Program



Engaging a claims management provider will maximize your recovery and provide valuable visibility to issues in your supply chain. Additionally, it will remove cargo claims from your to-do list and allow your people to focus on their core competencies. ECIB's friendly and trained professionals are ready to help you with your claims. Reach out to them toll-free at (855) 682-0786, or [contact@ecibglobal.com](mailto:contact@ecibglobal.com).