

**What is a cargo surveyor / claims settling agent?**



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Cargo Damage Expert since 1987

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## Day and night – 365 days a year reachable - your cargo surveyor / claims settling Agent

Your truck had an accident. The cargo lies somewhere beside the road. (Cargo damage after a road accident.)

Your shipment was damaged during the transportation. The consignee repudiates the acceptance of the goods or he demands a lot of money as reimbursement. (Damage on transported goods)

A company which is insured by your insurance company makes use of its transit insurance as result of a vehicle accident or a cargo damage.

Are you sure that at the very right moment you are going to find the competent person you need for this difficult task in this region? Are you sure that one of your partners would have enough time to carry out this task?

Are you sure that the person in that region is an expert and he knows how to deal with the problems properly?



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These paper rolls rolled down a hill. Now the rolls are on a meadow.

Do you know anybody at this very moment who can help you to carry out the salvage? In Germany or Austria, too?

This is important! Are you sure that as a result of the salvage of the damaged goods will not increase?

The cargo surveyor / claims settling agent is an expert in this field and has the necessary knowledge and the experience. His apprenticeship and his experience are the guarantee for his efforts of loss minimisation and determining of the cause of damage.

A careful salvage of the damaged goods, the know how and the contacts regarding the forwarding of the damaged cargo or the qualified warehousing and the connections to other experts for sorting and reprocessing of damaged goods, etc. are important abilities a good cargo surveyor / claims settling agent should have.



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## Water in a semi trailer – a question of liability!



The cargo surveyor /claims setting agent determines the cause for you.

Wetness in a semi trailer, trailer or container can have different causes:

1. Entry of rainwater or seawater through the leaks in the roof or the side walls or through not duly closed tarps or doors
2. Entry of rainwater during loading or unloading
3. Rainwater drips from goods which have become wet during the loading or before
4. Water drips out of the goods
5. Condensation

All these cases have another underlying cause and as a result we have different types of liability.

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## Water in a semi trailer – a question of liability!

Wetness in a semi trailer has different effects on transported goods:

1. Wetness causes corrosion (upper image) or to total loss at TVsets (second image).
2. Wetness in a container with textiles causes mould or mould spots.

In each of the cases the consignee will demand reimbursement. He will bring the claim for damages against forwarder or carrier.

It depends on the experience of the cargo Surveyors / claims settling agents whether they can find out the correct cause of the damage.

If they suspect condensation, they have to exclude the entry of rainwater in the semi trailer or container as well as the entry of salt water during the sea transport.



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## Damage ascertainment after vehicle fire



After the fire had completely destroyed the vehicle and the cargo, the cargo surveyor had to examine on the basis of the remaining parts of the cargo, whether the goods listed in the bill of lading had been on the vehicle or not. He had also to determine whether the residual values were to realize or not.

In the case mentioned above, the cargo surveyor found out that the crane (factory price € 50,000) could be overhauled in a developing country (e. g. Africa). The heat exchangers (bottom right) were made of copper (80%) and therefore were significant for the residual value despite of their damage (about 340 pieces – total weight 11 kg).

**The result:** Damage minimisation – about 10,000 Euros.

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## Sorting of goods by not acceptance



50 pal. each 520 pieces electric window lifts - the consignee declined their acceptance – he noticed partial wetness damage.

The consignee ordered that the container with goods go back to China.

The cargo surveyor was able to assert the carrying out of the inspection and of the sorting of these 50 pallets. As a result of the inspection the cargo surveyor was able to assert the acceptance of 42 pallets..



As a result of the sorting of 8 pallets (entry of wetness) there was a total loss of only 120 pieces. Value of one piece: approx. € 10.00 **Total value: approx. € 260,000.00**

Extent of damage after the efforts of the Cargo Surveyor including manpower and other costs approximately € 3,500.00

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## Germany, Austria and Romania

No matter where you are involved in an accident or in a damage of goods (transport damage), one cargo surveyor from our team would reach the place of accident as quickly as possible.

We will take care of your case as if it were our case.

We are at your disposal for the following services:

supervision of salvage, warehousing of the salvage,  
organisation and supervision of reprocessing,  
organisation further transportation, negotiations with the consignee or other people involved.

Even during the process of selling of the damaged goods, we also work effectively.



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# Do you know how complex the tasks of the cargo surveyor are?

## Services:

- Coordination and supervision of surveys in Germany and Austria
- Surveys of cargo related damage of all kind
- Freight liability surveys
- Loss prevention surveys and investigations
- Warehouse inspections including assessment of risks
- Loading and unloading inspections
- Securing the damaged goods on the spot
- Organization of salvage operations and reconditioning procedures - rescue / transfer / storage of the damaged goods
- Careful inquiry of causes of loss

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# Do you know how complex the tasks of the cargo surveyor are?

## Services

- Detailed report in written and digitized form (pdf), incl. pictures and draft of all results of investigation
- Neutral judgment of the damage course
- Preservation of evidence
- Assessment/inquiry of amount of loss/damage
- Organization of the measures to the damage decrease
- Organization of the processing of damaged goods, perhaps negotiations with receiver / sender
- Sales of damaged goods on the salvage market - resale/reclamation/recovery of the damaged goods
- Consultancy services risk management
- Project cargo risk management
- Assessment of packaging techniques and materials

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# Do you know how complex the tasks of the cargo surveyor are?

## Services:

- Loss management for major and industrial claims
- Assessment of consequential damage after transport / financial loss
- Surveys of household goods / personal effects
- 24/7 emergency service

## Specialized fields:

- Machinery and technical equipment
  - Temperature sensitive cargo
- 
- Foodstuffs
  - Fruits and vegetables

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# Do you know how complex the tasks of the cargo surveyor are?

## Specialized fields:

- Steel / metals
- Consumer goods
- Textiles
- Grain and animal feed
- Household goods
- Wet damage during transit
- Commodities
- Truck accidents

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**Karl A. Selig**  
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**for**  
**Havariekommissars**

Courses for Havariekommissare



Are you interested in attending a course for training of the cargo surveyors?

Would you like to attend the cours yourself? Or do you wish your employees to attend our course?

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# Courses for cargo surveyor

## Our topics :

- **Tasks of the cargo surveyor**
- Working methods of the **cargo surveyor**
- Introduction to the topic **Packaging**
- Introduction to the topic **Transport Law (CMR, etc.)**
- Introduction to the topic **Insurance Law (carrier´s liability insurance law, transit ins. law)**
- Introduction to the topic **Securing of Load for the Cargo Surveyor**
- Introduction to the topic **Dangerous Cargo for the Cargo Surveyor**
- **Incoterms and their meaning**
- **Writing of a detailed cargo survey report**
- **General information about the large area of transport**



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## Courses for cargo surveyor

Our services after the courses:

We will support and give you advice if you think of setting up in your own business as a cargo surveyor or claims settling agent after attending our courses.

At our disposal we have a 24 hour hotline which supports the cargo surveyors in the most important issues.

If the cargo surveyor needs more support at the very beginning of his business, we are ready to send a coach who will help him to solve the problems.

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## The most important facts about a cargo surveyor / claims settling agent:

The cargo surveyor is a personality who is not scared to assume responsibility. He takes responsibility for other people and ensures that a vehicle accident or a cargo damage is carried out in such a way that all people / firms involved are satisfied with the results.

The tasks of the cargo surveyor do not include only supervision and organisation of the salvage of the damaged goods, but also the forwarding of the damaged goods after the salvage, their temporary warehousing, their sorting and reprocessing, their overhaul incurred. In addition to these he also takes care of a secure warehousing and the customs formalities of the damaged goods..

The different of tasks of the cargo surveyor require not only a variety of technical and commercial skills and experience, but also a profound and broad knowledge of human nature and leadership. In addition to the skills and experience he needs a assertiveness, diplomacy and empathy in order to be able to assert himself over the people involved in the case. (consignor, consignee, carrier, firefighters, policemen, salvor and other employees.

Furthermore the cargo surveyor needs common sense, curiosity and thirst for knowledge. He has to get into the subjects / stuff and he must be able to put himself in the position of the other people in order to carry out his tasks.

**He is like the „Quarterback“ in a game called “loss minimisation“.**

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# Course for prevention of transport damages

## Our topics:

- The tasks of the people / firms involved in the transportation
- The German and Austrian way of looking at things
- Impossible causes of cargo damage (e.g. Packaging, inherent vice of the goods, etc.)
- Prevention of the transport damages (Risks during the transportation)
  - Detection of the transport damages (Distinguishing of the previous damages)
  - Exclusion of the transportation as a cause of the damage



## Potential participants:

- Managers, shipping managers, purchase managers, insurance experts, etc.
- Expeditors, drivers, warehousemen, distribution managers, etc.

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**Seminar im Umgang mit und zur Prävention von Transportschäden**

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