



Dear Valued Customer:

We apologize that your shipping experience with Atlas Air, Inc. has resulted in a claim. This letter explains Atlas Air, Inc.'s Claim Policies.

Regardless of the value of the claim, our Claim Administration Department reviews and processes each claim file. It is our belief, the burden of proof provided by the claimant, largely revolves around documentation as evidence. We would first like to direct you to the back of the air waybill. A preliminary claim must be filed within the time specified in the Conditions of Contract on the back of the air waybill. Atlas Air, Inc. reserves all rights and defenses as per the Warsaw Convention, Hague Protocol, Montreal Protocol IV or Montreal 1999.

The following documentation is needed when filing a Formal Claim for any shipment:

- A. Copy of the air carrier's contract of carriage (air waybill) along with a copy of the house air waybill.
- B. Detailed statement of claim, whereby the claimant must fully describe the details of the shipment, the items damaged or lost the alleged amount of economic loss, and appropriate documents that support allegations. Model numbers and serial numbers for electronic items are required.
- C. Purchase invoices, commercial invoices, repair bills (or estimates of repair if the item has not been repaired at the time of the claim). Our underwriters require proof that the claimant has attempted to mitigate his losses.
- D. Applicable packing slips (International Shipments)

Additionally, in the case of damage, Atlas Air, Inc. and their Underwriters require that all claimants provide proof that they have attempted to mitigate their losses by way of repair, cleaning, et al. Therefore we require one or more of the following:

- E. In the case of damage (concealed or visible), the consignee should arrange his own cargo survey performed by a licensed Marine Surveyor. This should be done by the consignee to protect his cargo owner's interests. If Atlas Air, Inc. expresses a desire to survey the cargo, the consignee/claimant must afford the carrier (or his delegated representative) the opportunity to inspect and survey the alleged damage. The holder of the goods must retain the cargo in the exact condition it was received, maintaining all inner and outer packaging as well as the full contents. A copy of any survey performed on the consignment should be included with the formal claim.
- F. Salvage certificate showing the claimant attempted to sell the cargo at public or private sale for the benefit of the parties at interest; which results in a corresponding reduction of the amount claimed.
- G. Repair invoices showing the claimant tried to fix, restore, clean, repair the goods.
- H. A garbage or dump certificate will be required for all shipments, proving that the cargo was destroyed as per local, state, or government regulations
- I. Photographs or other documents to support your claim. (Files: TIF, JPG or PDF only please)

Please note that if the carrier is expected to pay full value, and does, the carrier then becomes full owner, in fact, and has the right to dispose of the goods as they see fit.



No claims for loss or damage to a shipment will be entertained until ALL transportation charges thereon have been paid, except in cases of complete shortage. Claim amounts may not be deducted from transportation charges for partial shortage or damage. In all cases, the burden of proving value and loss rests upon the shoulders of the claimant, who is obliged to produce incontrovertible evidence supporting the amount of the claim.

****Please note all documents must be in English or have free English Translations.**

Once all the documentation has been assembled for a formal priced claim, please submit via fax, email or post to:

Atlas Air, Inc.
Attn: Claims Administration/Los Angeles
2000 Westchester Avenue
Purchase, New York 10577
Fax: 914-697-5092
Email: Formalclaim@atlasair.com
Telephone: 310-743-0141

Note: to submit your claim via email, the file must be in PDF or TIF format. All other format will not be accepted and cannot be opened.

Again we apologize for this unfortunate occurrence, and await the documentation of your claim.

Sincerely,
Atlas Air, Inc.
Claims Administration