

What you should know about . . .

Filing A Claim:

The great majority of shipments will be delivered in the same condition that they were received by the carrier. However, if your shipment is lost or damaged, you may file a claim. A claim will be processed under the automatic cargo insurance purchased with your shipment. Marsh will not act on a claim simply because of loss or damage annotations on the bill of lading. **You must file a written claim.** Claim forms are available at the locations listed below. Fill it out completely, attach all required documents, and send the form to the office where the cargo was delivered to you. All claims should be submitted as quickly as possible. Below is information for all ports. YB personnel will forward the claim to Marsh, an independent marine cargo-adjusting agency for investigation and settlement.

Claim Requirements

1. **Completed claim form:** Forms are available at all Young Brothers facilities.
2. **Bill of lading:** This is the document issued by YB upon receipt of your cargo for shipment.
Delivery receipt: YB may issue a delivery receipt noting any damage and/or shortage that has occurred during shipment. This should also be attached to your claim when filing.
3. **Shipper's invoice/repair receipt:** Insurance will require proof of the cost of your claim. Please attach any invoices and/or repair receipts or estimates for repair to substantiate the amount of your loss. For automobile/truck damages two (2) written repair estimates are required.
4. **YB freight invoice:** This is the computer-generated invoice documenting freight charges. Freight charges must be paid.

Claim must be filed, or written notice must be given within 60 days of delivery of cargo.

Honolulu Port

P.O. Box 3288
Honolulu, HI 96801
Ph.: (808) 543-9311

Hilo Port

99 Kuhio Street
Hilo, HI 96720-4726
Ph.: (808) 935-8903

Nawiliwili Port

3020 Waapa Rd. (Pier 3)
Lihue, HI 96766
Ph.: (808) 245-4051

Kahului Port

80 Wharf St.
Kahului, HI 96732
Ph.: (808) 877-6511

Kawaihae Port

P. O. Box 655
Kamuela, HI 96743
Ph.: (808) 882-7244

Lanai Port

P.O. Box 644
Lanai City, HI 96763-0644
Ph.: (808) 565-6626

Kaunakakai Port

P.O. Box 267
Kaunakakai, HI 96748
Ph.: (808) 553-5431