

Should you have any immediate questions please read our FAQ

Why would I need to worry about safety of my cargo, when Safmarine ships it?

We take care of every container we ship, however some events might be outside of our control, such as: extreme weather, fire or perils of the sea that may result in cargo loss or cargo damage.

International laws are guarding carriers and setting potential pay-out limits. By purchasing Value Protect you will have peace of mind, so that even if an unpredictable event should happen, you and your business are protected and will receive fair compensation.

I already have an insurance, why should I buy Value Protect?

Marine cargo insurance protects cargo owners from the known risk of transports. For some customers it might be quite complicated, time consuming and expensive to apply and contract for all shipments. Value Protect has a simple pricing model: there are no hidden costs and it doesn't require additional document submissions. Value Protect can be easily purchased simply by getting in contact with your local Safmarine sales representative.

Can I buy Value Protect for any container and commodity?

Value Protect can be purchased for any commodity shipped in dry containers, through different options according to your needs: DryStarter, Dry Base, Dry Plus and Dry Extended packages. Value Protect can be purchased for selected commodity shipped in Reefer containers, according to your needs: Cool Standard and Cool Advanced packages are valid for all reefer cargo, except fish, shellfish, some chilled fruits and berries.

Find more details in [terms & conditions](#)

Can I purchase Value Protect Dry Plus package for my Reefer shipment?

The DryPlus package is valid for dry cargo only. For your Reefer shipment you can purchase our Cool Advanced package (see Question 3 for details).

Do I need to fill in a special form to purchase Value Protect?

You do not need to fill in any form, or worry about anything. Once agreed, we will include Value Protect to your contract and it will apply to all your shipments automatically. Getting rid of risks has never been easier!

How will I receive an invoice for Value Protect?

Value Protect will be invoiced together with the freight and will be shown as a separate line on your Safmarine invoice.

Is Value Protect active when my shipment is moving over land?

Value Protect is valid while your cargo is in our care and custody. If you arrange your pre-carriage and on-carriage with Safmarine, then Value Protect will also apply to that part of the transport.

In case of a claim how do I receive my compensation?

In case of cargo loss or damage you need to contact your local customer service representative. Our agent will be glad to take all details and transfer the case to a claim handling team for a quick resolution.

Which documents will be required to submit the claim?

Customers who purchased any of the Value Protect packages will be required to only provide the following documents to file a claim: the commercial invoice, a letter of protest, colour photos. Some cases might require independent surveyor's report to show the extent of the damages.

How soon will my claim case be handled?

All claims for cases, where Value Protect was purchased, will be handled by our dedicated Claim Handling team. The team will ensure to reach resolution within just 14 days from when your full documented claim is received.

Will Safmarine appoint a surveyor on my behalf in case of cargo damages?

Safmarine will appoint a surveyor on behalf of the customer in case cargo damage has occurred for shipments covered by: Value Protect DryPlus, Dry Extended or Cool Advanced packages.