



# MSC EXTENDED PROTECTION FAQs

## 1. WHY SHOULD I PURCHASE MSC EXTENDED PROTECTION?

Despite taking necessary precautions, ocean and inland transportation does not come without risks. Events such as rough weather, fire, theft, and many other occurrences can cause damage to your cargo. MSC's Extended Protection solution provides merchants with a supplemental level of protection for their cargo's value. The solution is available for a wide range of cargo categories carried by MSC for a large number of destinations worldwide, and it offers procedures specifically designed to simplify the process of handling damage and loss claims. For details concerning MSC Extended Protection, including important procedures, time requirements, cargo and geographical exclusions and restrictions, and inapplicable causes, please see [MSC Extended Protection General Terms and Conditions](#)

## 2. IS MSC EXTENDED PROTECTION INSURANCE?

No, MSC Extended Protection is not an insurance. However, it offers an extra layer of protection in case of loss or damage to your cargo while under MSC's care, because it is an extended liability product that widens the carriage terms of the standard MSC Bill of Lading. Please note that we also provide a marine cargo insurance solution, please visit ([www.msc.com/insurance](http://www.msc.com/insurance)) for further information.

## 3. WHY SHOULD I CHOOSE MSC EXTENDED PROTECTION OVER ALTERNATIVES?

MSC offers a one-stop shop for all your cargo and logistics requirements. By opting for this solution, your cargo claim(s) under MSC Extended Protection will be handled directly by MSC through a fast-tracked procedure. We also aim to conclude all Extended Protection claims within an average of 30 working days, running from completed submission of all necessary documents for MSC to assess your claim.

## 4. CAN I COMBINE MARINE CARGO INSURANCE AND MSC EXTENDED PROTECTION?

MSC Extended Protection works perfectly alongside your existing cargo insurance solution. MSC Extended Protection will not impact your insurance and thereby helps protect your deductible. It is a good supplemental service, therefore, enabling you to secure potential financial loss consequential to cargo damage or loss while under MSC's care.

## 5. CAN I STILL PURCHASE MSC EXTENDED PROTECTION IF I AM SHIPPING MY CARGO WITH ANOTHER CARRIER (WHEN THE BILL OF LADING IS ISSUED BY ANOTHER OCEAN CARRIER, BUT THE CONTAINER IS CARRIED ON AN MSC VESSEL)?

No, MSC Extended Protection can be purchased and applied only when shipping cargo with MSC.

## 6. IS THIS SOLUTION AVAILABLE FOR SPOT AND VOLUME SHIPMENTS?

MSC Extended Protection is suitable for both types of shipments and all volumes.

## 7. HOW DO I KNOW IF MY PORT PAIR IS INCLUDED IN THE MSC EXTENDED PROTECTION SOLUTION?

MSC Extended Protection is available for your shipment worldwide, except shipments involving locations subject to geographical exclusions. The following countries, territories and regions are excluded from this solution: Afghanistan; Belarus; Cuba; Iran; North Korea; Sudan; Syria and Venezuela. Except for Odesa, Ukraine, including the territories of Crimea and Donetsk, is excluded. Please note that MSC reserves the right to add further countries to the exclusion list.

## 8. DOES THE SOLUTION APPLY TO ALL CARGO AND EQUIPMENT TYPES?

Currently, MSC Extended Protection is available for shipments carried in dry and reefer containers. For carriage in those equipment types, the solution can be purchased for shipments of a wide range of goods. However, shipments of certain cargo types are excluded, and you will not be able to subscribe the MSC Extended Protection solution if your cargo qualifies as Excluded Cargo under our MSC Extended Protection General Terms and Conditions.

In addition shipments of some other cargo types are restricted. Due to the specificity of certain types of cargo, certain conditions apply with regard to the protection offered by the MSC Extended Protection, the list of Restricted Cargo, as well as the applicable conditions related to the scope of the protection offered by MSC Extended Protection solution, are available in the Annex 1 of the MSC Extended Protection General Terms and Conditions.

## 9. HOW DO I OBTAIN A QUOTE?

You will be able to obtain a quotation by logging in on your account on myMSC, at the time of the booking or during the shipping instruction stage. Simply click on the MSC Extended Protection subscription box and follow the instructions provided online. It is easy and straight-forward.

### 9a. FCL

DRY		
TRANCHE	SHIPMENT VALUE USD/EUR CIF Value total shipment + 10%	TARIFF PER SHIPMENT USD/EUR
1	0 - 15 000	28
2	15 001 - 30 000	58
3	30 001 - 45 000	85
4	45 001 - 60 000	115
5	60 001 - 75 000	150
6	75 001 - 90 000	170
7	90 001 - 100 000	190
8	100 001 - 150 000	235
9	150 001 - 200 000	375
10	200 001 - 250 000	470
11	250 001 - 300 000	570
12	300 001 - 350 000	660
13	350 001 - 400 000	750
14	400 001 - 450 000	850
15	450 001 - 500 000	950
16	500 001 - 550 000	1 050
17	550 001 - 1 000 000	2 000

REEFER		
TRANCHE	SHIPMENT VALUE USD/EUR CIF Value total shipment + 10%	TARIFF PER SHIPMENT USD/EUR
1	0 - 15 000	39
2	15 001 - 30 000	80
3	30 001 - 40 000	115
4	40 001 - 50 000	130
5	50 001 - 60 000	195
6	60 001 - 70 000	220
7	70 001 - 80 000	250
8	80 001 - 90 000	270
9	90 001 - 100 000	350
10	100 001 - 150 000*	525*
11	150 001 - 200 000*	700*
12	200 001 - 250 000*	875*
13	250 001 - 300 000*	1 050*
14	300 001 - 350 000*	1 225*
15	350 001 - 400 000*	1 400*
16	400 001 - 450 000*	1 575*
17	450 001 - 500 000*	1 750*

\* MSC Extended Protection for these tranches not available through online subscription - subject to MSC agency prior approval

## 9b. LCL

USD 1.5 per every USD 100 shipment value (CIF + 10%) with USD 25 minimum. MSC Extended Protection LCL is not available through online subscription, please contact your MSC agent for further information.

## 10. CAN I STILL PURCHASE PROTECTION FROM MSC AFTER MY SHIPMENT HAS COMMENCED?

MSC Extended Protection must be purchased prior to the cargo loading into the MSC container at the shipment's place of origin and the latest shipping instructions are released. Please note that the cargo value and the solution level should be declared prior to the shipment departing from the place of origin and, at the latest, within 7 days following the loading of the shipment at the port of loading or place of origin in cases where MSC Extended Protection has been applied on a door-to-door basis.

## 11. HOW IS THE COST CALCULATED?

Depending on the declared value of your cargo, a set amount will be charged for our Extended Protection solution. Shipment values are based on CIF value, plus 10%. The charge for purchasing MSC Extended Protection is called the MSC Extended Protection Charge.

## 12. WHAT IS THE SCOPE OF MSC EXTENDED PROTECTION?

- War risks at sea;
- Fire;
- Stranding, grounding, sinking or collision;
- Heavy weather events;
- Acts of God / natural events;
- Wetting damages due to container holes allowing water infiltration;
- Stevedore mishandling;
- Theft or pilferage;
- Costs for sue and labor directly caused by the foregoing.

### However MSC Extended Protection shall not apply to:

- Loss or damage attributable, in any way whatsoever, to the willful or intentional misconduct of the Merchant, Merchant's agent, subsidiary or subcontractor, or any other Person acting on behalf of the Merchant;
- Delay;
- Inherent defect, quality or vice;
- Insufficient or improper packaging;
- Temperature or atmospheric pressure changes;
- Ordinary leakage, loss in weight or wear and tear;
- Geopolitical events (including sanctions on countries, entities, individuals or on any Goods; capture; seizure; arrest; or civil commotion);
- Any chemical, biological, bio-chemical, or electromagnetic weapon (whether used as such or collaterally causing any loss or damage);
- Radioactive contamination;
- Cyber-risk;
- Nuclear incidents;
- Pollution and contaminat.

## 13. HOW WILL I BE INVOICED?

The applicable charge will be manifested on your freight invoice and should be paid as per the payment terms (credit or payment on sail) of your account with MSC. A dedicated charge code (EPR) will be used to represent this amount.

## 14. WHEN SHOULD I INSPECT THE CONTAINER/GOODS AND GIVE MSC NOTICE OF ANY LOSS OR DAMAGE?

You are required to immediately inspect the container and your goods before or at the time of delivery. At that time, you need to give notice to MSC if loss or damage is apparent. You also need to give notice to MSC if you assume there is loss or damage because the container is damaged, its seals or locks are broken, or its seals or locks are missing. If loss or damage is not apparent upon delivery, you need to notify MSC within 3 days after delivery. Notice of loss or damage for shipment protected with the MSC Extended Protection is to be sent to: [epr.claims@msc.com](mailto:epr.claims@msc.com)

## 15. IS IT MANDATORY THAT I (AS THE CLIENT) APPOINT A SURVEYOR AND PROVIDE THE REPORT TO MSC TO SUBSTANTIATE MY CLAIM?

Should any damages be noted as above, you must contact MSC through the email address: [epr.claims@msc.com](mailto:epr.claims@msc.com) immediately to organize a survey inspection-MSC undertakes to appoint a surveyor at MSC's expense.

## **16. IN THE EVENT OF DAMAGES, HOW DO I SUBMIT MY CLAIM?**

A full set of claim documents must be presented to MSC in order to support your claim under MSC Extended Protection. Obligatory documents that must be provided with your claim submission include:

- the MSC Bill of Lading, MSC Sea Waybill, or other contracts of carriage or storage;
- the commercial invoice;
- the packing list;
- a claim cover letter with an itemised breakdown of the claim amount on company letterhead
- the delivery receipt noting exceptions upon delivery.

## **17. WHAT IS THE PROCESSING TIME FOR CLAIMS TO BE CONSIDERED?**

Please note that for your claim to be considered by MSC, it must be submitted, with the required documents, within 30 days from the date of delivery. Note that other documents can be requested at any time to support your claim. The list mentioned in question 16 is not exhaustive and can be subject to change on a case-by-case basis.

## **18. WHAT HAPPENS IN THE EVENT OF A GENERAL AVERAGE?**

In the event of a General Average, MSC Extended Protection will post the General Average Guarantee on behalf of the shipper and pay for the loss of damage to the merchandise, along with the contribution required for the general average loss as per terms and conditions set in the MSC Extended Protection General Terms and Conditions.

## **19. IS THERE A SPECIFIC CURRENCY IN WHICH MY CLAIM SHOULD BE SUBMITTED?**

Claims are to be submitted in U.S. dollars.

Contact us

[msc.com/extended-protection](https://www.msc.com/extended-protection)

