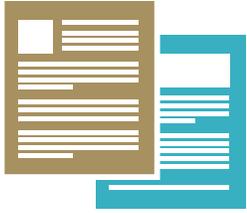


HOW TO RESOLVE CLAIMS IN SEVEN EASY STEPS



1. Submit a Claim Online

Claims made to Virginia International Terminals must be submitted online no later than thirty (30) days after the date of alleged loss as set forth in the terms and conditions in the Virginia International Terminals Schedule of Rates (VIT SOR).

[CLICK HERE TO SUBMIT](#)



2. Upload Documents and Information

Provide details of the claim, including date and time of the incident, terminal location, witness contact information, container number, and a description of the incident and damages. Upload documents supporting the claim, including color photographs, bill(s) of lading, surveyor reports, and damage estimates or invoices.

Need help using the claims submission portal? Contact us at

ClaimPortalHelp@portofvirginia.com



3. Receipt and Acknowledgement

The claim will be routed to the appropriate Port of Virginia Claims Specialist, who will personally respond by email confirming receipt of the claim and request any additional required information.



4. Investigation

The Claims Specialist will review the information and documents submitted and conduct an internal investigation.



5. Resolution

After reviewing all available information, the Claims Specialist will resolve the claim in accordance with the Terms and Conditions of the VIT SOR. The final disposition of the claim will be provided in writing.



Remember: The Port of Virginia is not an insurer of property. The claimant has the burden to prove liability and damages in all claims.

7. Payment of Claim

Upon receipt of an endorsed copy of the Settlement Agreement and Release, the Claims Specialist remits payment.



6. Settlement Agreement and Release

If VIT is responsible for the damage included in the claim, the Claims Specialist will prepare and provide a Settlement Agreement and Release.

CLAIM RESOLVED!