



EVERGREEN LINE

SPECIAL ANNOUNCEMENT

Crucial components to successfully filing cargo shortage claims under rail in the US

September 24, 2025

Dear Valued Customers:

While the United States Carriage of Goods by Sea Act and our shipping contract set specific requirements for filing claims, we encourage you to provide written notice to us as soon as possible if you believe your goods have been lost or damaged. Please include detailed information and any supporting documentation, including but not limited to photos of the security seal removed at the destination, with its identification number visible, to help us review your claim efficiently. The more details and documents you can share, the faster we'll be able to review your claim and work toward a resolution.

For further inquiries about cargo claims, please email to mkdbcdclm@evergreen-shipping.us

Thank you for your business and ongoing support.