



*Claim Web
Portal
user guide*

Claim Web Portal

Manage your claim on the easy-access Claim Web Portal.

This powerful tool gives you access to follow your claim directly from your Freight Portal account.

This user guide introduces you to the claim tool in detail, including the steps you will need to go through to ensure you are fully engaged and effectively taken care of in the process.



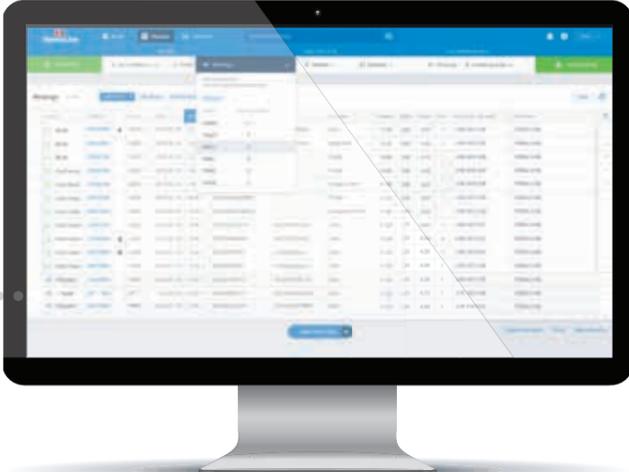
Claims web portal

If you believe that your vehicle has been damaged when in our custody you need to register your claim,

Before you start make sure to have your booking number and the registration number of the vehicle you want to register a claim for.

You register your claim via your account in the Freight Portal by searching for the booking and simply just select it from your booking list to start the claims process.

Register in the Freight Portal

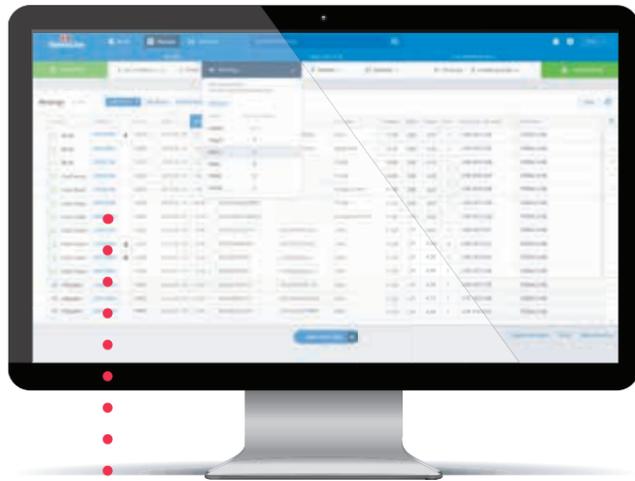


How to register your claim

Once you have entered your booking number and vehicle number or you have looked it up on your Freight Portal account you will be able to register your claim.

Before starting the process you will be able to see the shipment information about the vehicle in question.

Easy access
via the
Freight Portal



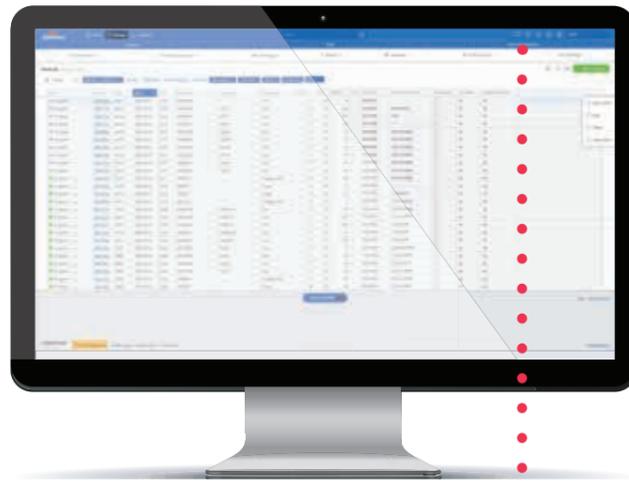
Register

1

If you want to register a claim you simply just mark the booking e.g. in your booking overview, right click on your mouse and chose 'Make claim' in the list of options.

The system will guide you through the process and will tell you which information is required and which is optional.

To speed up the process with us and for us to investigate the claim further we recommend that you give us as much information as possible and upload further pictures, if any.



Search & Follow up

2

Via the top menu you can search for your claims. Here you have an overview/list of other claims you might already have registered with claim reference, order number, your units registration number, the claim date, when last updated and the status of your claim.

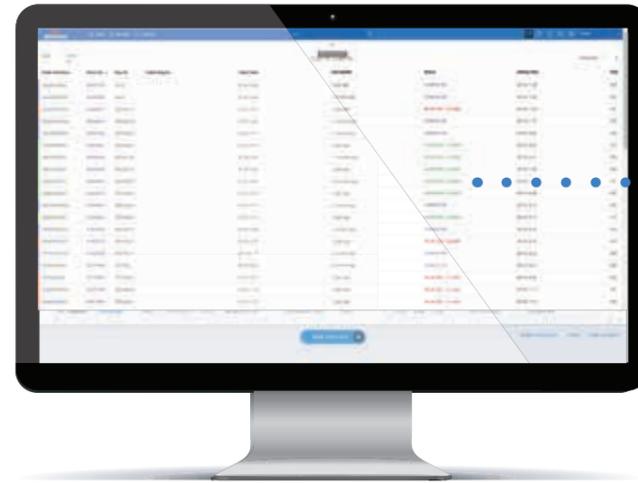
Claim Details

To speed up the process with us and for us to investigate the claim further we recommend that you give us as much information as possible and upload further pictures, if any.

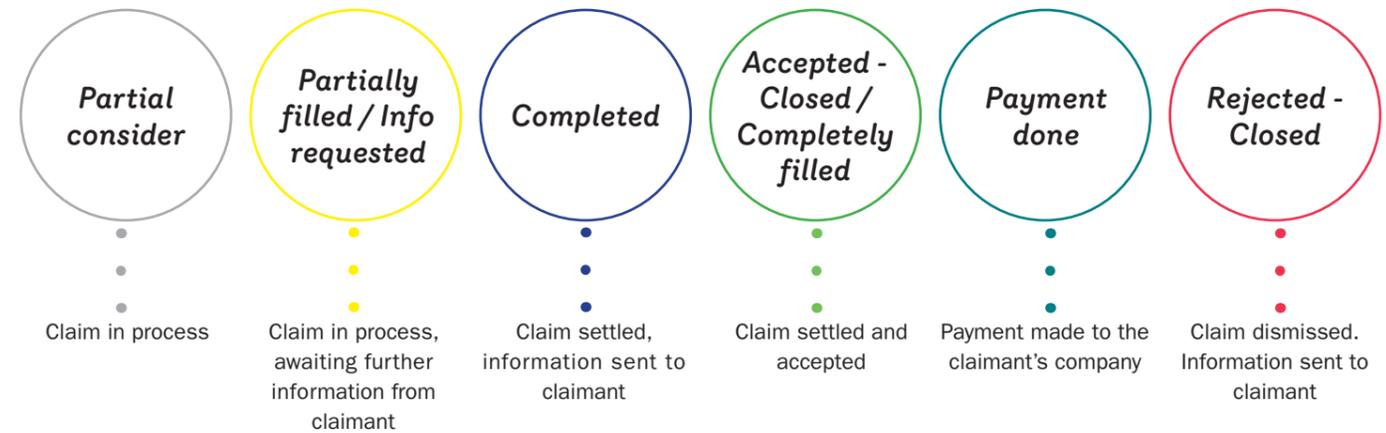
Status of claims

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At any time you will be able to track how far we are in the process by looking up your booking in the list of claims in the Freight Portal. All bookings have different status levels.



Check status
in the
Freight Portal





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For further information please visit our website

www.stenalinefreight.com