

Clarifying Liability, Capturing Value

In logistics, cargo claims are more than an afterthought—they're a financial inflection point. Goods can be lost, stolen, or damaged in transit before receipt, and navigating liability under the Carmack Amendment or Montreal Convention demands both precision and speed. Mishandling just a few high-value claims can cost insurers and carriers millions, year after year [1]. A 2023 analysis found that delayed or incomplete documentation reduces successful cargo recoveries by nearly 20 percent, turning what should be standard recoveries into net losses [2].



Complexity Hides in the Details

Cargo claims aren't simple. Each file must satisfy stringent federal requirements: time limits for filing, documentation standards, and negotiated liability limits. State regulations often complicate matters further. Carriers are subject to strict timelines, like Cargo Inventory being reported within nine months and lawsuits needing to be filed within two years—as mandated by federal law [3].

Moreover, each mishap—from LTL transfers to multimodal freight—adds layers of touchpoints, increasing risk. LTL shipments, for instance, see more frequent damage due to multiple handling stages [4].

These details matter. Every missing document, misfiled report, or delayed action can transform an otherwise recoverable claim into an unrecoverable expense.

The Exponential Risks of Cargo Claims

Pillars of Risk



- ✓ Time and Legal Limits
Federal deadline for reporting loss or damage is 9 months
- ✓ Liability Limits
Claims must be under the carrier contract cap
- ✓ Bills of lading, delivery receipts, inspection photos

The Multiplier Effect



More Touchpoints = More Risk
Each added carrier, mode, or state multiplies the risk.
Multi-modal claims require perfect records from every handoff.

The Cost of Failure



The Unsuccessful Claim
One missed step, a missing document, or a missed deadline can all result in a failed claim.

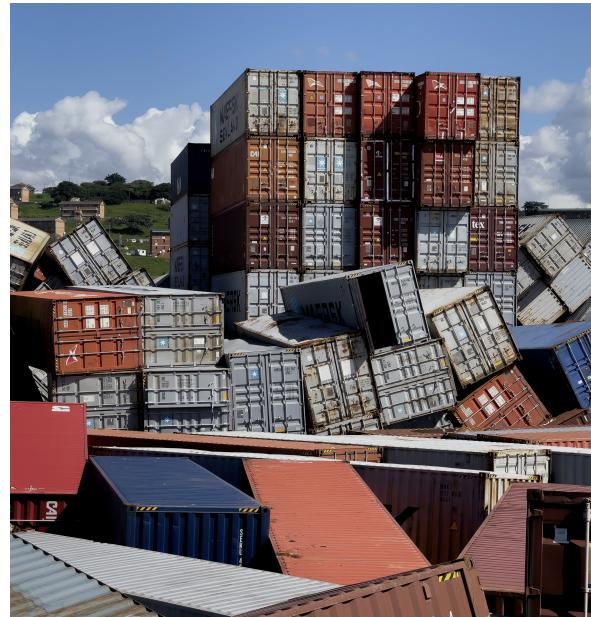
Risks are manageable. Veritas can help.



Drivers of Change in Cargo Claims

The future is increasingly demanding. Greater volume of high-value freight, evolving transportation modes, and tighter regulatory scrutiny are raising stakes across the board. Insurance premiums are rising—with cargo insurance viewed as a growing cost center, especially when policies must adapt to cover high-risk freight like heavy machinery or hazmat [5]. To keep pace, insurers need proactive, expert handling—not check-the-box processing.

Veritas Cargo Services blends regulatory expertise, exposure-specific experience, and data-driven reporting to turn claims into cash flow. This isn't advocacy. It's leadership built on recoveries, process excellence, and forward momentum.



The Veritas Advantage: Specialization in Cargo

Veritas Cargo Services is tailored to tackle these challenges head-on. Every Cargo Specialist understands:

- Federal statutes like the Carmack Amendment
- The critical function of the bill of lading as both receipt and contract
- The nuances of marine, air, and land transit policies
- Perishable claims
- Branded Cargo, REEFER, and Transload opportunities

Our expertise allows us to look for other areas for our clients to maximize recovery. This includes potential fraud claims, subrogation opportunities, appraisal, salvage, and more. We can handle it all—clients can make the decision.

Our approach includes:

- Immediate documentation triage to preserve claim rights
- Meticulous evaluation leveraging both technical expertise and transportation law knowledge
- Pooled data insights to benchmark performance and identify systemic recovery trends

Real Returns, Real Feedback

These aren't hypothetical gains—they're reflected in client stories:

- A sizable load of oversize components damaged in transit was initially assessed for sub-limit coverage. Veritas reconstructed the damage chain and secured full recovery—covering not just the loss, but salvage and handling fees.
- Another claim tied to a small but critical parts loss sat without motion due to documentation gaps. Veritas restored the paper trail, refiled, and collected twice what estimate tools had deemed unrecoverable.

Clients respond in ways that say more than a scripted quote:

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“That’s above and beyond. It felt like you rewrote the playbook for that file.”

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“We thought we’d gotten what we could. You proved there was more to capture.”

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“Cargo is not usually the hero of the claim. You made it one.”

References

- [1] Setliff Law, May 2025
- [2] PropertyCasualty360, 2023
- [3] Setliff Law, May 2025
- [4] ATS Logistics LTL article
- [5] FreightWaves, Nov 2024

