



Instructions to File a Claim:

Claim forms are available for pick up at your local port or can be downloaded from the Young Brother's website, www.youngbrothershawaii.com.

- Fill out the claim form completely; don't forget to include "total amount claimed" and to sign it. **Claim forms that are not signed will not be processed.**
- Attach all required documents.
- Send the form to the office where the cargo was delivered to you. See below for mailing addresses.

Claims must be submitted within 60 days of delivery. After your claim has been submitted to the delivery port, they will forward your claims to Aon, an independent marine cargo-adjusting agency for investigation and settlement. Claims are reviewed twice a month and can take anywhere between 6-8 weeks to process.

Claim Requirements:

1. Completed Claim Form
2. Bill of Lading and/or Delivery Receipt:
 - a. Young Brother's Bill of Lading issued upon receipt of your cargo for shipment.
 - b. Young Brother's Delivery Receipt noting any damage and/or shortage that has occurred during shipment.
3. Shipper's Invoice/Repair Receipt: (Needed to prove cost of claim to substantiate the amount of your loss)
 - a. For automobile/truck damages, two (2) written repair estimates are required.
4. YB Freight Invoice
 - a. Young Brother's Freight Bill documenting freight charges. Freight charges must be paid or a claim cannot be filed.

Young Brother's Mailing Addresses:

Honolulu Port
PO Box 3288
Honolulu, HI 96801

Hilo Port
99 Kuhio Street
Hilo, HI 96720-4726

Nawiliwili Port
3020 Waapa Road
Lihue, HI 96766

Kahului Port
80 Wharf Street
Kahului, HI 96732

Kawaihae Port
PO Box 655
Kamuela, HI 96743

Lanai Port
PO Box 644
Lanai City, HI 96763

Kaunakakai Port
PO Box 267
Kaunakakai, HI 96748