**Dear Customer,**

At Stena Line, we have been diligently working to enhance our damage registration process as part of our re-check procedure, and we are excited to introduce our new and improved system.

**New Re-check possibility:**

With our new re-check possibility, you can now file a claim with just three photos taken by the collecting driver, haulier or subcontractor.

This means, no more waiting for a Stena Line employee to issue a re-check report, helping you to avoid unwanted delays at the terminals. This change not only improves safety for all drivers and personnel on the terminal but also reduces movements on the terminal, making the entire process more efficient.

* If you notice any new damage to your trailer or trade unit, the re-check must be carried out at the port of discharge, in accordance with the applicable Stena Line general terms.
* The collecting driver should take pictures of the damage before they connect and move the unit, ensuring they capture the unit number, the damage itself, and the terminal environment.
* Please note that the pictures must have a date/time mark and, preferably, GPS location in the EXIF data.

If the photos do not contain EXIF files, the date/time should be proven by adding the original message (email/What`s-App) in which the photos were sent, to a possible claim. A re-check functionality will also be available soon in the Stena Line freight drivers app.

These photos will be part of our analysis and will be compared with the delivery photos and internal damage reports to formalise your claim. A transition period of six months will be applicable as of 1 June 2025.

If you have any further questions, please do not hesitate to contact our claims department.

Kind regards,

Stena Line