

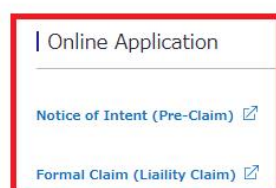
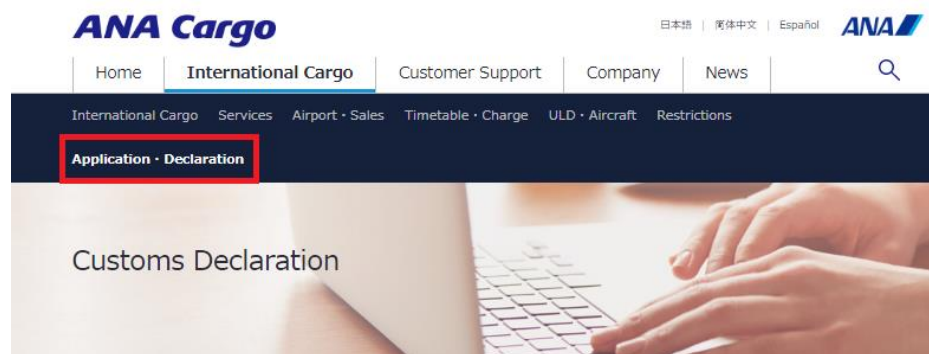
Dear Valued Customers,

About starting On-line application (Pre-Claim and Formal Claim)

Thank you very much for your continuous support of ANA Cargo.

We are pleased to make an announcement that we will start accepting pre-claims and formal claims On-line through our website. We hope you will take advantage of this service from an environmentally friendly perspective as well.

1. Effective date : From August 1st, 2023 for applications submitted
2. Applicable cargo : International Cargo (Air waybill with pre-fix-205 only)
*Excluding other Airline's waybills
3. How to apply : Visit our homepage (<https://www.anacargo.jp/en/int/>) and submit On-line application.
 - a. Select "Application•Declaration" from International Cargo Top page
 - b. Select "Notice of Intent (Pre-Claim)" or "Formal Claim (Liability Claim)"
 - c. After screen expansion, fill in the required information and submit data



ANA Cargo

4. Other Information : After the application is completed, you will receive an automatic notification e-mail that your application has been accepted.
The receipt of your application by ANA is considered when the automatic notification e-mail is sent to you.
(Date of receipt of the e-mail is regarded as the date of receipt by ANA)
Please keep the notification e-mail as a copy for your records.

End