

YEAR	2021
Correspondent/Company Name	GWF Franklin, S.A.
PORT/COUNTRY	Guatemala
Website	www.franklin.com.gt
Claims	296
Loss Prevention	193
Claims:	-64
Loss Prevention:	-45
Commodity 1	Vehicles
Commodity 2	Pharmaceuticals
Commodity 3	Paper
2.(a) Of the number of claims reported, how many resulted from theft and/or pilferage:	20
(b) Do you consider theft and pilferage in your port to be casual or organized:	Organized
(c) Did most of the theft and pilferage occur prior to or after arrival of the goods at your port:	After Arrival at Port
(d) Did governmental or commercial authorities take any important steps during the last 12 months to combat the theft and pilferage situation: Explain: (up to 3 lines can be entered here)	No.
3.(a) What nature of loss do you experience most frequently in connection with Containerized Cargo:	Cold chain issues, impact damages
4.(a) Did any port congestion exist during this 12 month period:	Yes
(b) If yes, what was the cause of the congestion, and is it improving or worsening (up to 3 lines can be entered here):	Usual seasonal congestion
(c) Were there any unusual delays in Customs:	At times
(d) Estimate average number of days between date of arrival of a vessel and the date the cargo released:	1 to 7 days

(e) Did consignees take prompt delivery or did they use port terminal facilities for storage purposes:	Took delivery promptly
(f) What are the precautions currently in place to confirm that the correct carrier picked up the cargo from the port facility?	Checking documents
(g) the total number of claims how many resulted from non-delivery:	Less than 1%
(h) Is this number more or less than last year's figure:	A little less
5. Did commercial organizations take any steps to protest laxity in port or terminal management, if such existed: Explain (up to 3 lines can be entered here).	Not that we are aware of.
(a) Name of International Airport	La Aurora International Airport
Distance from City Center	6 km
(b) Would it appear that adequate security measures (perimeter fencing, night lighting of cargo terminal area, patrols, gate guards, etc.) are in force:	Yes
(c) Was the air cargo terminal congested during the year:	No
(d) Is there an adequate amount of ground handling equipment:	Yes
(e) Did good housekeeping within the air cargo terminals exist during the year:	Normally, yes.
(f) Are valuables afforded adequate protection:	Enclosed areas.
(g) Did any major cargo losses occur during the year:	No
7. Additional Comments (Up to 3 lines can be entered here):	Our area of operations include Puerto Quetzal and San Jose on the Pacific and Puerto Barrios and Santo Tomas de Castilla on the Atlantic.
8. What issues do you foresee that could impact cargo movement by handling at your port in the coming year? (Up to 3 lines can be entered here)	None.
Address (Must be entered in 3 lines or less)	8 Avenida 14-10 Zona 10 01010 Guatemala City Guatemala

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Finish Time	2022-01-11 13:18:14