

<b>YEAR</b>	2020
<b>Correspondent/Company Name</b>	GWF Franklin, S.A.
<b>PORT/COUNTRY</b>	Guatemala
<b>Website</b>	<a href="http://www.franklin.com.gt">www.franklin.com.gt</a>
<b>Claims</b>	360
<b>Loss Prevention</b>	238
<b>Claims:</b>	0
<b>Loss Prevention:</b>	-23
<b>Commodity 1</b>	Vehicles
<b>Commodity 2</b>	Grains
<b>Commodity 3</b>	General Merchandise
<b>2.(a) Of the number of claims reported, how many resulted from theft and/or pilferage:</b>	Approx. 30%
<b>(b) Do you consider theft and pilferage in your port to be casual or organized:</b>	Organized
<b>(c) Did most of the theft and pilferage occur prior to or after arrival of the goods at your port:</b>	After Arrival at Port
<b>(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)</b>	No.
<b>3.(a) What nature of loss do you experience most frequently in connection with Containerized Cargo:</b>	Cold chain issues and impact
<b>4.(a) Did any port congestion exist during this 12 month period:</b>	Yes
<b>(b) If yes, what was the cause of the congestion, and is it improving or worsening (up to 3 lines can be entered here):</b>	The usual influx of vessels at certain times of the year due to exports.
<b>(c) Were there any unusual delays in Customs:</b>	Yes.

<b>(d) Estimate average number of days between date of arrival of a vessel and the date the cargo released:</b>	Between 1 to 7 days
<b>(e) Did consignees take prompt delivery or did they use port terminal facilities for storage purposes:</b>	Took delivery promptly
<b>(f) What are the precautions currently in place to confirm that the correct carrier picked up the cargo from the port facility?</b>	Checking of documents
<b>(g) the total number of claims how many resulted from non-delivery:</b>	Around 1%
<b>(h) Is this number more or less than last year's figure:</b>	Less
<b>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).</b>	Not to the best of our knowledge
<b>(a) Name of International Airport</b>	La Aurora International Airport
<b>Distance from City Center</b>	6 km
<b>(b) Would it appear that adequate security measures (perimeter fencing, night lighting of cargo terminal area, patrols, gate guards, etc.) are in force:</b>	Yes
<b>(c) Was the air cargo terminal congested during the year:</b>	Not that we are aware
<b>(d) Is there an adequate amount of ground handling equipment:</b>	Yes
<b>(e) Did good housekeeping within the air cargo terminals exist during the year:</b>	Usually yes
<b>(f) Are valuables afforded adequate protection:</b>	Yes, fenced enclosures
<b>(g) Did any major cargo losses occur during the year:</b>	None that we are aware of
<b>7. Additional Comments (Up to 3 lines can be entered here):</b>	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

---

<b>Address (Must be entered in 3 lines or less)</b>	8 Avenida 14-10 Zona 10 Guatemala City, 01010, Guatemala
<b>Phone Number</b>	+502 2246-0500
<b>Cell Phone Number</b>	+502 5978-0505
<b>Fax Number</b>	+502 2246-0560
<b>Email Address</b>	<a href="mailto:pdavie@franklin.com.gt">pdavie@franklin.com.gt</a>
<b>Last Update</b>	2021-01-11 18:32:16
<b>Start Time</b>	2021-01-11 18:19:44
<b>Finish Time</b>	2021-01-11 18:32:16

---