Jakarta, 17 August 2021

To :

**PT. KERRY NEX EXPRESS**

Cipayung

Jakarta Timur

Indonesia

Hi Kerry Team,

With this letter, we would like to ask KERRY accountability due to lost / damage goods on your delivery process with detail of shipment:

Order Number : 52611537536

Customer Name : Chandra Dewi

Customer Address : kompleks taman kebon jeruk intercon blok H2/40 jl. jeruk utama 5 / RT 3 RW 11 Srengseng West Jakarta 11630 Special Capital Region of Jakarta Indonesia

Airwaybill Number (Resi) : [IND212707637062](https://ecommercetools.inditex.com/integration/1/tracking/,DanaInfo=www.zara.com,SSL+69edcd02f9de4fdf9e94afaaf76c690183c248475479693ab1058482a3c1186c)

Pick up Date : 13 August 2021

Declare Value : IDR 329.800

Claim Value : IDR 329.800

Please settle this claim with transfer the amount as declared above to :

**Bank Account Name : PT. Sarimode Fashindo Adiperkasa**

**Bank Account Number : 809181818100**

**Bank Name : CIMB NIAGA**

Best Regards,

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**Raditya Indirwan**

PT. Sarimode Fashindo Adiperkasa (MAP Group)