



The Insurers do not admit liability by the issue of this form.

Claimant Details

Company name _____ Policy/Certificate number _____

Contact name _____

Phone _____ Fax _____ Email _____

Description of goods _____

Address of goods _____

Terms of sale (circle one) Ex Works CFR CIF FIS Other (Please specify) _____

Describe damage _____

Claim amount. *Attach valued claim* _____

Cause of loss _____

Describe packaging condition _____

Dates

Unloaded from vessel/aircraft _____

Received by consignee on _____

Damage/Loss discovered on _____

Reported to insurer by _____ Date / /

Transit Details

From _____ To _____

Name of vessel _____ Voyage number _____

Shipping company _____ Container number _____

Airline _____ Flight number _____

Carrier/Other _____

Freight forwarder _____

Customs/Clearing agent _____

Devanning station _____

General

Was the damage/loss noted at the time of delivery? **yes ~ no (Please circle)**

If no, why not? _____

If yes, was this noted on delivery documentation? **yes ~ no**

Has the shipping company/carrier surveyed the damage? **yes ~ no**

Has a claim been lodged against the shipping company/carrier? **yes ~ no**

Documentation

- **Original documents are required.**
- **Please attach the following documents to this form.**

- Original policy/certificate of insurance.
- Original bill of lading, consignment freight notes, air waybill.
- Supplier's invoice for full shipment.
- Original or copy of shipping invoices, together with shipping specification and/or weight notes.
- Packing lists, if applicable.
- Copy of delivery receipt, EWP & tally notes.
 - An EWP note ("Exception Without Prejudice") acknowledges, without admitting liability, that damage/loss has occurred.
 - When goods are received, a delivery receipt is usually signed. If these goods are damaged, or partially missing, the receipt given to the carrier should note that the goods are damaged or partially missing. If the exterior packing is damaged, then the delivery receipt can be noted "packaging damaged".
- Copy of the initial notice of claim on carriers. *See example on reverse of next page.*
 - This is a written notice of loss or damage to goods given to transport operators or freight forwarders.
- Copy of all correspondence entered into with carriers and other parties regarding their liability for loss or damage.
- All container temperature charts, if applicable.
- Itemised valued claim.
 - A valued claim is a claim with an accurate value of loss of damage.

Privacy Act

Pursuant to the Privacy Act 1993 the following is brought to your attention

- This claim form collects personal information about you;
- The information is collected to evaluate your claim;
- The intended recipient of the information is Vero Marine Insurance Limited;
- The information is collected and held by Vero Marine Insurance Limited, 48 Shortland Street, Auckland;
- The collection of this information is required pursuant to your insurance policy;
- The failure to provide this information may result in your claim being declined;
- You have rights of access to and correction of this information, subject to the provisions of the Privacy Act 1993.

Declaration

I/We declare that the answers given above and overleaf are true and correct and I/we have not withheld any information or details of previous claims or any other material fact likely to affect acceptance of this claim.

Signature of Claimant _____ Date / /

Print Name _____ Position _____

Cargo Claims Procedure



Immediate Note of Loss or Damage must be given to

The Claims Department
Vero Marine Insurance Limited
PO Box 1759
Auckland, New Zealand

Tel:	+64 9 363 2600	Toll Free Tel:	0508 856 856
Fax:	+64 9 363 2601	Toll Free Fax:	0508 873 873
E-mail:	claims@veromarine.co.nz	Website:	www.veromarine.co.nz

Initial Notice of Claim – Very Important (This protects your Insurer's recovery rights)

Failure to take this action may jeopardise your claim.

An Initial Notice of Claim (see reverse) must be faxed **immediately** to
the company or carrier who issued the bill of lading/air waybill or their local agents
and/or
the airline who discharged cargo at the country of destination
and/or
the road delivery carrier should there be any evidence or indication that they may have caused, or contributed to, the damage.

Receipt of Goods

- Always inspect thoroughly for damage.
- Short delivery – count the packages.
- Do not give a clean receipt. Endorse the delivery docket as "Goods Damaged".
- Re-taped packaging is a sure sign of pilferage – check contents.

Unpacking

- Unpack or open packaging to inspect goods as soon as possible for hidden damage.
- Keep packaging for inspection.

Joint Survey

Phone responsible Carrier and invite them to a joint survey inspection with the Vero Marine appointed surveyor.

Minimise Loss

Take such reasonable action to prevent further loss. *Act as if uninsured.*



Initial Notice of Claim

Notification to Transport Operators of Potential Claim

This form should be **faxed to any transport operators or freight forwarders** who issued or tendered the transport document (i.e. bill of lading, truck/rail consignment note, air waybill) to you.

*For transits by sea, this form should be lodged within 3 days of delivery; for sendings by air this form **must** be lodged within 14 days of delivery.*

Important – Do Not Delay!

To:	Date: / /
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From Company:	
Company address:	Contact person: Telephone: Fax: Email:
Location of cargo: Cargo may be examined at this address. Please advise us prior to attending as the insurance surveyor may wish to conduct a joint survey.	Contact person: Telephone: Fax: Email: (or paste your business card here)

We hold you responsible for damage to:

Transit Document No	
Conveyance	
Transit From	
Transit To	
Container No	
Estimate of Loss	Currency
Date of Discharge	
Date of Loss	

Yours faithfully

Name _____ **Title** _____