Cargo Claim Form

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

Claimant Details

Company name _____ Policy / Certificate number _____

Contact name _____

Phone _____ Mobile _____ Email _____

Description of goods _____

_____

Terms of Sale **(circle one)**   Ex Works   CFR   CIF   FOB   FIS   Other **(please specify)** _____

Address of goods _____

Description of damage _____

_____

Claim amount *(attach valued claim)* _____

Cause of loss _____

Describe condition of packaging _____

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 the 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 below

   – 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 or damage.

Privacy Act

Pursuant to the Privacy Act 2020 the following is brought to your attention

- This claim form collects person information about you;

- The information is collected to evaluate your claim;

- The intended recipient of the information is Vero Marine Insurance

- The information is collect and held by Vero Marine Insurance, 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 the rights of access to and correction of this information, subject to the provisions of the Privacy Act 2020.

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

Vero Marine Claims

PO Box 1759

Auckland, New Zealand

Tel: +64 9 363 2600   Toll Free Telephone: 0508 856 856

Email: 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 below) 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 surveyor appointed by Vero Marine.

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: / /

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** _____