

Claim notification to be sent to:

Chartis Europe S.A. Denmark

Kalvebod Brygge 45

DK-1560 København V

Phone +45 33 73 24 00

Fax +45 33 73 24 70

www.chartisinsurance.com



NOTIFICATION OF CLAIM – Marine Cargo

Prior to completing this claim form, we would kindly ask you to:

- Ensure that the possibility of recourse against the carrier is preserved by notifying the carrier of any damage/deficiency within the applicable time limit for such notification, which can be 3 days after receipt of the goods. Please refer to page 2 of this form for details.
- Consider whether the damage needs to be surveyed. This is best done – after having estimated the amount of the damage – by contacting our claims department by phone.

This form is the basis for our handling of the claim. We would therefore, ask you to answer all questions in the form as fully as possible and not omit any material information.

You are always welcome to contact our claims department for guidance, should you have questions concerning the claim or the completion of this form.

Best regards

Chartis Europe S.A.

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Claim no.
 (To be filled in by Chartis)



NOTIFICATION OF CLAIM – Marine Cargo

DIRECTIONS WHEN TAKING DELIVERY

Procedure	Reason
<p>On receipt of the goods Upon taking delivery, examine the goods (and/or containers) and make a note of any visual damages and/or deficiencies (description/numbers) in the bill of carriage/receipt or similar document.</p> <p>Then confirm the claim in writing to the Carrier, including the estimated/calculated amount of the damage/deficiency.</p> <p>Never give a clean receipt if there are visible damages and/or deficiencies.</p>	<p>1. documentation that the damage took place during the transport, i.e. while the insurance was effective. 2. Preserve the right of recourse against the carrier and accordingly limits the extent of the damage.</p> <p>Failure to comply may result in the compensation being reduced or forfeited.</p>
<p>Examination of the goods after receipt After delivery, examine the goods for hidden damages and/or deficiencies, which were not immediately apparent/visible upon taking delivery.</p> <p>Advise the carrier in writing that you hold them responsible, stating the estimated/calculated amount of damage/deficiency, within the below mentioned time limits which count from the date of delivery.</p> <p>Time limits for claiming to Carrier</p> <p>Visible: Immediately</p> <p>Non-visible: Aircraft 7-14 days Car/Railway/Ferry 7 days Ship/Vessel 3 days Mail Immediately on discovery</p>	<p>The Carrier's liability to compensate ceases if the time-limits are not complied with.</p>
<p>Averting or minimising losses Take any measures as may be reasonable for the purpose of averting or minimising a loss.</p>	<p>This is part of your obligation. (Failure to comply with this may result in the compensation being reduced.)</p>
<p>Written claim Submit a Claim for loss or damages in writing to Chartis, supported by the necessary documentation, e.g.:</p> <ul style="list-style-type: none"> • Original Bill of Lading and/or • Original Bill of Carriage (rail/road/air) • Invoice for the entire consignment • Freight Invoice • Customs, Harbour and Warehouse Receipt • Copy of the Claim against the Carrier • Original Policy og Insurance/certificate • Survey Report • Copy of Packing List • Copy of Confirmation of Notification for Police Authority. • Pictures of damaged item 	<p>The invoice is necessary as confirmation and documentation of the value and for calculating the amount of compensation.</p> <p>The Survey Report documents the scope and nature of the damage.</p> <p>The shipping documents ensure the ability to seek recourse against the carrier.</p> <p>The original policy of insurance/certificate will document who is entitled to compensation.</p>

INSURED

SE/CVR No	Policy No./Internal ref.
Company name	Contact
Address	Zip Code and city
Phone	E-mail
Eventual indemnity payed too (name of the recipient)	
Name of Bank	Account No/Giro No

THE CLAIM

Description of the Goods (Type, Brand, Number etc.)
Scope and Extent of the Damage
Cost or Repair or other amount being claimed
What, in your opinion, caused the damage?
Origin
Destination
Via (re-loading/transit)

To be continued on next page

Name of carrier	
Date of departure	Date of arrival
Mode of Transport	
Nature of Packing/Stowage	
Packing/Stowage by Whom?	
Terms of Sale: (Incoterms)	
When and where was the loss or damage discovered?	In the event of disappearance: Notify only when you have received the Carrier's written confirmation of the disappearance. Send copy of the Carrier's notification to Chartis Europe S.A. Claims exceeding DKK 10,000 must, however, be notified immediately!

SIGNATURE

I/We hereby declare that the answers given above are true and correct and I/we have not withheld any material information which will directly affect acceptance of this claim.

Place and date	Signature
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