

INSTRUCTIONS IN CASE OF DAMAGE/ LOSS

**These are instructions to be followed in case of loss or damage.
For further details regarding claims handling, please contact ACE.**

1. Inspect the goods immediately upon receipt

Should there be visible damage or suspicion of damage, please make a note on the delivery note (both on your copy and the carrier's) while the carrier is still present. If possible, try to get him to sign as well. When the actual loss or damage is later established, it is important that a written notice of claim is sent to the carrier immediately upon discovery.

Filing claims against the carrier:

- a) Does not prejudice the claim on your policy;
- b) Will protect any rights you have under the Bill of Lading/delivery note;
- c) Can reduce your premium, since good recoveries make for better claims experience.

2. Please contact the nearest ACE office immediately/as soon as possible

The contact details of the nearest ACE office can be found at www.acegroup.com
NB! Do not forward or repair the damaged goods before ACE is involved!

3. Minimize the loss or damage

Care must be taken of the damaged goods. Even if damaged, it is still your property and cannot be abandoned.

4. Do not change neither the condition of the consignment nor the packing before a surveyor is present.

In order to minimize the risk of recovery rights being prejudiced, do not dispose of the goods in such a way that the state of the goods is changed either before you get an approval by ACE to do so or a surveyor is present.

5. Documentation of claims

- a) Bill of Lading / MAWB / HAWB / CMR / Delivery note
- b) Commercial invoice
- c) Packing List
- d) Certificate of Insurance
- e) Letter holding Carriers responsible

6. Marine Cargo Claims Department

Tel: 70 70 26 25

Email: nordic.claims@acegroup.com



ace europe

ACE European Group
P&C Claims
Vestergade 2 a
1456 København

Claim Form

Policyholder details

Insured Name _____

Policy Number _____

Certificate Number
(if applicable) _____

Claimant Details

Claimant Name _____

Address _____

Telephone number _____

Fax number _____

E-mail _____

Contact Name _____

Location of Goods

Address _____

Contact Name _____

Telephone number _____

Shipment details

Description of Goods _____

Shipment Value _____ Date of loss _____

Terms of Sale CIF CFR DDU FOB CIP Other
Specify _____

Details of Damage

Details _____

Approx value _____

Mode of Transport

Port of Load _____ Port of Discharge _____

Date _____ Date _____

Vessel Name _____ B/L No. _____

Shipping Line _____

Container No _____

By Air

MA WB No. _____ Dated _____

HA WB No. _____ Dated _____

By Road

Trucking Company _____

CMR or Delivery No _____ Dated _____

General

Was the damage/loss noted on delivery documentation at time of delivery? Yes No

If No, why? _____

Has claim been lodged with the Carriers? Yes No

Have Carriers representatives surveyed the damage? Yes No

Name of Carriers Surveyor _____

Please forward the following documents:

Bill of Lading / MAWB / HAWB / CMR / Delivery note

Commercial invoice

Packing List

Certificate of Insurance

Letter holding Carriers responsible

Return to ACE Europe Marine Claims Fax No. _____

See Marine Claims Directory for contact details