

NEW CLAIMS CAN BE EMAILED TO

claims@veromarine.co.nz

CLAIMS TEAM PERSONNEL

M Forbes	Marine Claims Manager	+64 9 354 9602	+64 27 259 8673
L Ferguson	Specialist Consultant Marine	+64 9 352 7061	
R Goodman	Specialist Consultant Marine	+64 9 352 6317	
J Abraham	Complex Claims Adviser Marine	+64 9 352 7087	
G Auld	Complex Claims Adviser Marine	+64 9 352 7383	
T Figueira Carvalho	Complex Claims Adviser Marine	+64 9 352 7302	
J Greenfield	Complex Claims Adviser Marine	+64 4 460 7600	
S Deol	Claims Consultant Marine	+64 9 352 6098	
A Pascua	Claims Consultant Marine	+64 9 352 7310	
N Relf	Claims Consultant Marine	+64 9 352 7303	
F White	Claims Consultant Marine	+64 9 352 7076	

CARGO CLAIMS PROCEDURE

Immediate notice of loss or damage must be given to:

Marine Claims team
C/- Vero Marine Insurance
PO Box 1759, Auckland, New Zealand
Tel: +64 9 363 2600 Email: claims@veromarine.co.nz

Written initial notice of claim must be sent *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.

Minimise loss

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

Receipt of goods

Always inspect thoroughly for damage.
Count the packages to check for short delivery.
Do not give a clean receipt if goods are damaged or short delivered. Endorse the delivery docket as such.
Retaped 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.

CARGO CLAIMS DOCUMENTATION CHECKLIST

Ensure that all documents are original and are attached to the claims 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 and Tally Notes
- ☒ Copy of the initial notice of claim on carriers
- ☒ 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
- ☒ Photos of damaged property

GENERAL CONTACT DETAILS

www.vero.co.nz/marine

Auckland Office	P O Box 1759, Auckland
Wellington Office	P O Box 3409, Wellington
Christchurch Office	P O Box 240, Christchurch

Toll-Free 0508 856 856
T +64 9 363 2600