**NEW CLAIMS CAN BE EMAILED TO**
claims@veromarine.co.nz

**CLAIMS TEAM PERSONNEL**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Phone 1</th>
<th>Phone 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>B McMahon</td>
<td>Claims Manager, Corporate &amp; Marine</td>
<td>09 363 2236</td>
<td>021 345 938</td>
</tr>
<tr>
<td>S Weir</td>
<td>Pleasure Craft Claims Manager</td>
<td>09 353 8371</td>
<td>027 571 6115</td>
</tr>
<tr>
<td>M Forbes</td>
<td>Specialist Consultant</td>
<td>09 363 2631</td>
<td></td>
</tr>
<tr>
<td>D Ranger</td>
<td>Specialist Consultant - Pleasure Craft</td>
<td>09 363 2625</td>
<td></td>
</tr>
<tr>
<td>F Chen</td>
<td>Senior Claims Consultant</td>
<td>09 363 2628</td>
<td></td>
</tr>
<tr>
<td>L Ferguson</td>
<td>Senior Claims Consultant</td>
<td>09 363 2627</td>
<td></td>
</tr>
<tr>
<td>L Nguyen</td>
<td>Senior Claims Consultant</td>
<td>09 363 2606</td>
<td></td>
</tr>
<tr>
<td>R Alafashat</td>
<td>Claims Consultant - Marine</td>
<td>09 363 2632</td>
<td></td>
</tr>
<tr>
<td>F White</td>
<td>Claims Consultant - Marine</td>
<td>09 363 2632</td>
<td></td>
</tr>
</tbody>
</table>

**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 Fax: +64 9 363 2601
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 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.
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**

- Auckland Office
  - PO Box 1759, Auckland
  - Tel: +64 9 363 2600
  - Fax: +64 9 363 2601
- Wellington Office
  - PO Box 3409, Wellington
  - Tel: +64 4 470 8332
  - Fax: +64 4 478 1748
- Christchurch Office
  - PO Box 240, Christchurch
  - Tel: +64 3 371 6591
  - Fax: +64 9 363 2601