

[as at 13 March 2017]

New Claims can be emailed to

claims@veromarine.co.nz

Claims team personnel

| | | | |
|------------------------|------------------------------------|-------------------------------|-------------|
| Bernard McMahon | Claims Manager, Corporate & Marine | bernard_mcmahon@vero.co.nz | 09 363 2236 |
| Stuart Weir | Pleasure Craft Manager | stuart_weir@veromarine.co.nz | 09 353 8371 |
| Flora Chen | Senior Consultant | flora_chen@veromarine.co.nz | 09 363 2628 |
| Laura Giles | Senior Consultant | laura_giles@veromarine.co.nz | 09 363 2627 |
| Linh Nguyen | Senior Consultant | linh_nguyen@veromarine.co.nz | 09 363 2608 |
| Fraser White | Claims Consultant | fraser_white@veromarine.co.nz | 09 363 2632 |

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 | P O Box 1759, Auckland | T +64 9 363 2600 | F +64 9 363 2601 |
| Wellington Office | P O Box 3409, Wellington | T +64 4 470 8332 | F +64 4 478 1748 |
| Christchurch Office | P O Box 240, Christchurch | T +64 3 371 6591 | F +64 9 363 2601 |

www.veromarine.co.nz

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