



# ACE Marine

On course to serve your needs worldwide

## How to make a claim

We understand that whenever a loss occurs, no matter how large or small, it is significant to our clients and warrants the best service we can provide. Our comprehensive service standards have the flexibility to adapt to your specific needs. Our ability to provide a consistent, prompt and equitable service is paramount. By following the guidelines as much as possible you will find making a claim much easier and simpler. It is important to remember that often the most crucial period in the claim process is the first few moments immediately subsequent to discovery of loss or damage. Once loss or damage is discovered it is essential that ACE and all relevant third parties are notified immediately, and a claim form, if required, completed and submitted as soon as possible.

### 1. Receipt

The following course of action should be taken upon receipt of any consignment:

- The consignment should be checked for both quantity and condition
- If this is not possible then the Delivery Note should be annotated: 'SIGNED FOR QUANTITY- CONTENTS UNCHECKED'
- Container seals should be examined to ensure they are intact and that the seal numbers match those shown on the transport document. Any discrepancy must be recorded on the Delivery Note.

### 2. Damage

- Any damage found at the time of delivery should be recorded on the Delivery Note
- Where a full check of the consignment is not possible at the time of delivery, it is essential that this be completed as quickly as possible
- Written notification must be given to the carriers as specified in their contract of carriage

### 3. Documents

The following documents usually form an essential part of the claim and you should forward the originals of these, if possible, to us immediately:

- Original transit document - Bill of Lading, Airway Bill or CMR Note
- Suppliers' invoices to support values and indicate terms of sale
- Packing lists (where applicable)
- Original Certificate of Insurance, if issued
- Delivery receipts, landing accounts etc. as evidence of condition and to establish where any loss occurred
- Correspondence with carriers, suppliers or other third parties - holding them liable for any loss, in order that subsequent recoveries can be sought from the responsible party/parties
- A calculation or estimate of the amount being claimed
- Any other document not detailed above but which is relevant to the shipment, transaction or loss



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Immediately upon notification we will advise if the instruction of an independent surveyor or investigator is required. The surveyor or investigator will examine the case with a view to establishing exact circumstances and extent of loss and provide assistance in the mitigation of the loss. This will be carried out at our expense.

#### **Overseas Claims**

Where claims are payable abroad the local nominated marine claims settling agent should be contacted. This agent will require similar action and documentation to that detailed above, dependent upon local custom.

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