



## 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

**the local AIG Claims Representative**

[www.aig.com/marinedirectory](http://www.aig.com/marinedirectory)

or send an e-mail to [claims.sweden@aig.com](mailto:claims.sweden@aig.com)

### **1. Inspect the goods immediately upon receipt**

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

### **2. Please contact the nearest AIG office immediately**

The contact details of the nearest AIG office can be found at:

[www.aig.com/marinedirectory](http://www.aig.com/marinedirectory)

**Please await further instructions from AIG before unpacking or moving the goods**

### **3. Minimise the loss or damage**

It is the duty of the assured to take care of the damaged goods. Even if damaged, it is still your property and cannot be abandoned.

### **4. Do not change the condition of the consignment or the packing before a surveyor is present**

In order to minimise 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 AIG to do so or a surveyor is present.

### **5. Documentation of claims**

- a) CMR waybill/ Bill of lading/ Air Waybill and/or other transport document
- b) Commercial invoice
- c) Notice of loss made to the carrier
- d) Correspondence exchanged with the carriers and/or other parties regarding the liability for the loss or damage
- e) Photos or Survey report, if available
- f) Shipping invoices, packing list, etc.

**POLICY DETAILS**

Insured	Policy Number
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**TRANSPORT DETAILS**

Voyage	Mode of transportation (road, air, sea, rail)
Date of departure	Terms of delivery
Consignor	Consignor's contact details
Consignee	Consignee's contact details
Carrier	Carrier's contact details
Was the carrier held liable?	When?
Was a police report made?	When?
Total value of shipment	

**INCIDENT DETAILS**

Damaged/lost goods	Weight, kg
Description of the incident	

**LOCATION AND EXTENT**

Exact location of the damaged goods, address	
Contact Person at the site	Telephone Number
Estimate of the loss	Do the goods bear any salvage value?
When was the damage/loss noticed?	

### CLAIMANT

Company	Address
Contact Person	Telephone Number
E-mail	Fax Number
Banking details (account number, swift code, IBAN)	Claimed amount
Bank address	

### YOUR CONTACT DETAILS

Company	Address
Contact Person	Telephone Number
E-mail	Fax Number

### SIGNATURE

Date and place	Name
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### ATTACHMENTS

- Waybill
- Bill of lading
- Commercial invoice
- Notice of loss towards the carrier (+reply)
- Freight invoice
- Other (photos, destruction cert. etc.)