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Claims Fax: (02) 9232 5042

Queensland:

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Victoria:

Level 37 North, 525 Collins St
GPO Box 1863R, DX 149
Melbourne VIC 3001
Phone: (03) 9623 7222
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Western Australia:

Level 26, 44 St Georges Tce
GPO Box S1 330, DX 106
Perth WA 6001
Phone: (08) 9325 2399
Fax: (08) 9221 1559
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South Australia:

Level 12, 45 Pirie St
GPO Box 41763, DX 241
Adelaide SA 5001
Phone: (08) 8211 8566
Fax: (08) 8211 8194
Claims Fax: (02) 9232 5042



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ace asia pacific

Marine Cargo Claim Form

Insured

Contact Name

Telephone No.

Insured's Reference

Facsimile No.

Postal Address

GST INFORMATION

(a) What is your Australian Business Number (ABN)?

(b) Are you registered for GST purposes? Yes No

(c) Have you claimed or are you entitled to claim an Input Tax Credit (ITC) on your business Activity Statement to the Australian Taxation Office in respect to the GST paid on the insurance policy under which this claim is being made? Yes No

(d) IF YES, what percentage of the GST did you claim or are you entitled to claim? %

(if the GST paid and your ITC entitlement are the same amount, the answer to this question is 100%)

Broker

Contact Name

Telephone No.

Broker's Reference

Facsimile No.

1. Policy Details

Policy No.

Deductible

Period of Cover

From	To
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Name of Shipper

Name of Consignee

Requested Joint Survey with carrier? Yes No

Requested Joint Survey with Australian Custom Authority? Yes No

Loss reported to Police? If yes, give date of notification. Yes No

 / /

Other parties involved other than Carrier

Type of Packing

FCL LCL Bulk Others

If Others, please describe

Damage to container? Yes No

Container Seals intact? Yes No

Clean Receipt given? Yes No

Claim made on carrier? If yes, give date of claim. Yes No

 / /

Location of cargo survey

Contact Name

Telephone No.

2. Loss Details

Date of Loss

Commodity

Cause of Loss/Damage

Extent of Loss

Estimate of Loss (value)

Name of Vessel/air/road carrier

Bill of Lading No./ Airwaybill No./ Consignment No.

Statement of Claim

Description	Invoice Value	Amount of Claim
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
		Less deductible:
		Total Amount of Claim:

Estimated Salvage Value

Declaration

"We consent to the collection, use and disclosure of personal information by ACE Insurance and their Service Providers in order to assess the claim. ACE Insurance complies with the obligations of the Privacy Act 2001 and the principles laid out in our privacy policy, which is readily available on request"

1. All information, which I/we have given is true and complete to the best of my knowledge.
2. I/We have withheld no information which may affect the claim.

Note: All sections must be completed in full.

Signed

Position

Date

Procedures – Loss Handling:

Whenever a loss has been discovered please handle loss according to the following procedures:-

1. Contact ACE and advise the details of the loss. We will appoint surveyors, if necessary.
2. Contact carrier for joint survey for a shipment from overseas eg. hole in roof of container.
3. Contact Australian Customs Authority for joint survey if import duty is payable.
4. For shipments by sea and air, written advice of damage must be lodged with the carrier within 3 days and 14 days respectively upon receipt of cargo. For non-delivery of cargo, immediate written notice must be lodged with the carrier as soon as the loss becomes known.
5. Container and seal number must be checked immediately on arrival.
6. Present supporting documents to ACE or the appointed surveyors.

Documents:

For prompt service, the Insured, the claimant or their agents are advised to provide documents in support of loss without delay. They are:-

1. (a) Original Insurance Policy; or
(b) Certificate of Insurance; or
(c) Special Marine Policy.
2. (a) Original or Non-negotiable copy of the Bill of Lading; or
(b) Duplicate copy of the Master AirWaybill (when applicable), and duplicate copy of the House AirWaybill (when applicable); or
(c) Duplicate copy of face and reverse of the Consignment Note.
3. (a) Original full set of Invoices; or
(b) Original Packing Inventory for Household goods and Personal effects.
4. Original Packing List (when applicable).
5. (a) Copy of Wharf Receipt; or
(b) Copy of Delivery Docket; or
(c) Copy of Weight Note, at port of discharge/final destination.
6. Copy of letter of demand on:-
 - (a) Ocean Carriers; or
 - (b) Air Carriers; and/or
 - (c) Forwarders; and/or
 - (d) StevedoresSubmission of claim to ACE should not be withheld awaiting the carriers reply to letter of demand. Please forward original reply to claim when received.
7. Please do not accept offer of settlement or bank funds received without first contacting our Claims Service Office.