

# Marine Cargo Claim Form

If you need any help with this form, please contact the nearest NZI Branch or your insurance advisor.



- **WARNING: If you supply any untrue or false information and know that it is not true NZI shall have the right to refuse the claim.**
- We recommend that you read the Claims section of your policy, marine insurance certificate or Part F of this form.
- Please answer all the questions on this form. If a question does not apply to your claim, please answer "N/A".
- You must not incur any expense (unless it is to minimise the loss), or admit fault, without our permission.
- NZI does not admit liability by the issue of this form or acceptance of the information.

**Part A:  
THE  
INSURED**

Issuing Branch: ..... Policy Number: .....  
 Name of Insured: ..... Telephone: .....  
 Name of Contact: ..... Facsimile: .....  
 Postal Address: .....

**Part B:  
THE  
CARGO**

1. Description of damaged cargo:.....  
 2. Number and type of packages: .....  
 3. Was the cargo containerised? Yes  No  If "Yes", please ✓ the boxes which apply:  
**Container type:** ISO Hard Top  Open Top  Flat Rack  Sea Freighter  Other   
 If "Other", please give details: .....  
**Container load:** Full Container Load (FCL)  Less than a Container Load (LCL)   
 If container refrigerated, ✓ type: Clip-on unit  Porthole type.....  
 4. Was cargo shipped on deck? Yes  No   
 If "Yes", was the Bill of Lading claused to show "on deck" stowage? Yes  No

**Part C:  
THE  
VOYAGE**

1. From: ..... To: .....  
 2. Vessel/Airline: ..... Voy/Fit No. ....  
 3. Date cargo: (a) unloaded from vessel/aircraft: ..... (b) received at final store: .....  
 4. Name of:  
 (a) shipping company/airline: ..... (b) road carrier: .....

**Part D:  
THE  
LOSS**

1. Please describe the loss or damage and give your opinion as to cause: .....  
 .....  
 .....  
 2. When was it first discovered: ..... Estimated value of loss: .....  
 3. Date of Customs inspection: ..... At: .....  
 4. What action has been taken to reduce the damage and safeguard the cargo? .....  
 .....  
 5. State the nature of the receipt issued to:  
 (a) shipping company/airline: ..... (b) road carrier: .....  
 (c) storage operator or other bailee: .....  
 6. Has the shipping company/airline/road carrier/store operator surveyed the damage: Yes  No   
 If "Yes", what was the date of survey? .....  
 7. Has a claim been lodged against the: shipping company/airline Yes  No   
 road carrier Yes  No  If "Yes", date: .....  
 store operator Yes  No  If "Yes", date: .....

**Part E:  
DECLARATION  
AND  
SIGNATURE  
Please read  
and sign**

I declare that:

**1. Material Facts:**

- (a) All information given (whether oral or written) to NZI, a business division of IAG New Zealand Limited in connection with this claim is true and correct;
- (b) No information relevant to the claim is omitted.

**2. Use of Information:**

- (a) My personal information collected by NZI in connection with this claim may be disclosed to:
  - (i) other members of the insurance industry and Insurance Claims Register Ltd;
  - (ii) parties repairing or replacing the subject matter of the claim;
  - (iii) parties who have a financial interest in the subject matter of the policy;
- (b) My personal information held by any other members of the insurance industry and Insurance Claims Register Ltd. in connection with this claim may be disclosed to NZI.

**Please note:**

- We gather information about you (including your claims history) to consider your claim. The terms of your insurance policy require you to supply this information, and if you refuse to provide it, we may decline your claim.
- This information is held by us and you may access it. It may be passed onto other insurers you deal with, repairers and mortgagees etc.
- Your claims history is passed onto, and held by, Insurance Claims Register Ltd. This enables other insurers you deal with to access it, and prevents fraudulent claims.

**Signed on behalf  
of all Insureds**

**Date**

**Part F:  
CLAIMS  
PROCEDURE  
AND  
DOCUMENTATION**

**PROCEDURE**

1. Immediate notice must be given to NZI.
2. Ensure the vessel's, airline's and carrier's agents are given the opportunity to inspect damaged cargo at the place of discharge from the overseas conveyance (if applicable) and the final warehouse/place of delivery.
3. Ensure claused receipts are issued at all times when delivery is taken of damaged packages and cargo. In no circumstances, except under written protest, should clean receipts be given where goods are in a doubtful condition.
4. Lodge pro-forma claims on the vessel's/airline's/carrier's agents and all other parties who may be responsible immediately the damage becomes apparent.
5. Take all measures as are responsible to protect the damaged goods and to prevent further loss or damage.
6. Retain damaged packaging for the vessel's/airline's/carrier's/NZI's inspection.
7. When delivery is made by container to ensure that the Container and its seals are examined immediately by a responsible official. If the Container is delivered damaged or with seals broken or missing or with seals other than as stated in the shipping documents, to clause the delivery receipt accordingly and retain all defective or irregular seals for subsequent identification.
8. If containerised cargo is water damaged, check the container for leaks (including faulty door seals) and call for independent verification prior to releasing the container.
9. Upon completion of claim's assessment, lodge a valued claim against all parties who may be responsible for the loss or damage.

**DOCUMENTATION**

To enable claims to be dealt with promptly, the Assured or their Agents are required to submit without delay all available supporting documents, including where applicable:

1. Original Policy or Certificate of Insurance.
2. Shipping invoices together with shipping specifications and/or weight notes.
3. Bill of Lading, Airwaysbill or other contract of carriage.
4. Survey Report or other documentary evidence to show the extent of loss or damage.
5. Endorsed delivery receipts given to carriers and/or tally notes.
6. Correspondence exchanged with the carriers and other parties regarding their liability for the loss or damage.