

CARGO CLAIM PROCEDURES

In the event of loss or damage to cargo insured under your open cargo policy, it is important to cooperate with Avalon and the insurance company to provide documentation and information. Remember that your clients buy insurance to get reimbursed if there is a loss. Resolving claims quickly is an effective way to increase the level of service you provide to your clients.

This handout is designed to simplify the process and provides *guidelines* for what to do in the event of a claim.

Avalon or your insurance company may require you to provide additional documentation or take steps not specified below. You should always respond to these requests as soon as possible. If you have any questions, please contact our claims department for assistance.

PUT ALL CARRIERS OR AGENTS INVOLVED IN THE TRANSPORTATION ON NOTICE

WHEN FIRST NOTIFIED OF LOSS OR DAMAGE:

- Obtain location of cargo
- Obtain an estimate of the type of damage
- Obtain an estimate of the amount of damage
- Obtain an original or duplicate copy of the certificate of insurance and/or alternate form of insurance (HAWB, Declaration, etc.). Also obtain the House and Master Bill of Lading as applicable.

PREPARE AND SEND THE FOLLOWING INFORMATION TO YOUR CLIENT:

- Acknowledgment Letter
 - Claims Instructions
- Examples are available in Avalon's Cargo Insurance Manual*

CONTACT AVALON VIA FAX WITH THE FOLLOWING INFORMATION:

- Completed Preliminary Notice of Claim form
- Proof of Insurance (i.e. certificate, declaration, etc.)
- House and Master Bill of Lading and/or Air Waybill
- Brief summary of situation (can be summarized on your fax cover sheet)

PREPARE AND MAIL A FORMAL NOTICE OF CLAIM TO AVALON WITH THE FOLLOWING DOCUMENTS:

ALWAYS REQUIRED:

- Itemized Claim Statement
- Original Copy of Certificate of Insurance (*or other proof of insurance*)
- Original Copy of House Bill of Lading / Air Waybill (*front and back*)
- Original Copy of Master Bill of Lading / Air Waybill (*front and back*)
- Inland Waybill
- Delivery Receipt
- Written Notice To Carriers & Their Response
- Customs Form 7501 (*if import shipment*)
- Copy of Commercial Invoice
- Packing List

MAY BE REQUIRED:

- Dock Receipt
- Missing Cargo Report, Police Report or Non-delivery letter
- Freight Invoice
- Survey Report (*usually if damage is more than \$1,000*)
- Photographs of damages (*if taken*)
- Repair estimates or salvage statement



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