



INSURANCE BROKERS

MKW Holdings Pty Ltd T/as MKW Insurance Brokers
ABN 53 617 495 495 AFSL No. 502391
P.O. Box 166, Concord NSW 2137
11 Thornleigh Avenue, Concord NSW 2137
Phone: 02 9746 6273 Email: insurance@mkwib.com.au
Web: www.mkwib.com.au

MARINE & TRANSIT CLAIM PROCEDURE

1. If goods are delivered in a damaged condition or if there is any reason to suspect damage, the attention of the Carrier's or Shipper's Representative should be immediately drawn to the damage and the delivery receipt noted accordingly.
2. If there has been any malicious damage, burglary or theft, the police should be notified.
3. Immediately when damage or pilferage is discovered, contact MKW Insurance Brokers to receive instructions on what action to take. It may be necessary to appoint a surveyor/assessor.
4. Write a letter of demand to the Carrier's or Shipper's Representative holding them responsible and asking them to pay the costs.
5. Send the following documents to Guardian:
 - Completed Claim Form (ensuring your ABN Number and Input Tax Credit entitlement are included)
 - Invoices or other proof of value of the consignment
 - Original freight note or carbon copy
 - Delivery receipt
 - Suppliers packing slips where appropriate
 - Bill of lading, consignment note or other proof of shipment, including clear statements of the condition of carriage
 - A copy of the letter of demand and the carrier's response (if any) received
 - Details of possible salvage

The above general procedures can be relied upon to cover most circumstances.
