

# MARINE CLAIMS CHECKLIST

## MARINE CARGO / TRANSIT - EXPORTS / IMPORTS

### PURPOSE:

To enable the Insured, Broker and Proteus Marine Insurance to act as a Team for the purpose of achieving a timely resolve to Claims.

### PROTEUS' UNDERTAKINGS

- Register and Advise within timely manner
- Request any additional information in a timely manner
- Appoint appropriately qualified Assessors when deemed necessary
- Monitor Claim progress in a timely manner
- Provide updates on Claims progress
- Notify any problems in a timely manner
- Resolve the Claim

### INSURED'S / BROKER'S UNDERTAKING

- Provide all necessary Documentation:
  - Fully completed Claim Form
  - Copy of Bill of Lading, Air Waybill with Terms
  - Copy of Commercial Invoice & Packing List
  - Copy of the Formal Claim on the Carrier
  - Copy of Repair Quotation where applicable
  - Photographs of incident site and damage where applicable
  - Copy of Freight / Duty Invoices
  - Copy of Police Report - Where applicable
  - Confirmation of payment for the goods by the consignee
- Assist Assessors / Insurer with their inquiries
- Provide requested information in a timely manner