

DISTRA ACTIVESEA



CLAIMS PROCEDURE

WHAT TO DO IN THE EVENT OF LOSS

Do notify your insurers immediately with a description on what happened and estimate of loss.

Try sending as much information as possible but importantly the following:

- Transport document
- Claim letter
- Commercial invoice
- Packing List
- Photos or description of damage/loss
- Local contact details in case a surveyor is appointed

Do hold any third party responsible who may be responsible.

Do follow insurers and surveyors instructions and guidance. Failure to do so may prejudice your claim

WHAT NOT TO DO IN THE EVENT OF LOSS

- Do NOT dispose or repair the cargo without agreement from insurers.
- Do NOT expect insurers will do everything and abandon the damaged cargo. This would prejudice your claim and could incur additional charges.
- Do NOT re-order or purchase replacements until conclusion of the claim or agreement from insurers