

FREIGHT CLAIMS KEY DOCUMENT REQUIREMENTS



PLEASE SEND THE FOLLOWING DOCUMENTS/INFORMATION FOR ALL CLAIMS:

- Any written claim against you
- All applicable transit/storage documentation (e.g. collection notes, delivery notes, packing lists, intake sheet, despatch sheets loading manifests, bills of lading, airway bills etc.)
- Evidence of weight
- Commercial Sales Invoice and/or evidence of the cost price or replacement value of the goods
- Where applicable details of the parties in the contractual chain, including the consignor and consignee, your immediate customer (principal), your immediate subcontractor.

FOR PHYSICAL DAMAGE CLAIMS PLEASE PROVIDE THE FOLLOWING IN ADDITION TO THE ABOVE:

- Repair estimate (if applicable)
- Evidence of salvage (if applicable and whether potential or realised) – This could include quotations for recovered goods that retain a residual value that could be used to mitigate a loss and/or evidence of any process undertaken to physically save some of the goods and reduce the claim. E.g. sorting exercise, re-packing exercise.

FOR DAMAGE/LOSS TO CONTAINERS OR TRAILERS (IF COVERED) PLEASE PROVIDE THE FOLLOWING WHERE APPLICABLE:

- Written claim against you if trailer/container owned by another party
- Applicable interchange report and/or restitution inspection (containers)
- Pre Hire and Post Hire inspection sheet for the trailer – if hired
- Copies of the latest maintenance record if trailer/container owned/leased
- Repair estimate if repairs to be carried out
- Evidence of age, purchase/lease value and/or current depreciated value
- Copy of any lease/rental contract including details of the value of the equipment (if goods leased/rented by you)
- Evidence of any physical damage (e.g. photos)

FOR OWN GOODS/EQUIPMENT PLEASE PROVIDE THE FOLLOWING

- Written claim against you if the goods are rented or leased from another party
- Any Pre Hire and Post Hire inspection sheet – (if hired/applicable)
- Repair estimate if repairs to be carried out
- Evidence of the age and condition of the goods at the time of the damage occurring
- Purchase value and current depreciated value (if owned by you)
- Copy of any lease/rental contract including details of the value of the equipment (if goods leased/rented by you)
- Evidence of any physical damage (e.g. photos)

Depending on the nature and size of the loss RSA may appoint a surveyor to investigate the cause, nature and extent of any claim, which may include the gathering of some of the information. It would however, be to our mutual benefit if this information could be provided with the initial notification of your claim, or shortly thereafter if practicable.

In order to comply with policy terms we stress that the initial notification of the claim should not be delayed in order to gather the information required.

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