

## New Claims Can Be Emailed To:

claims@veromarine.co.nz

## Claims Team Personnel List (as at Nov 2009)

Name	Title	Email	Phone
Anthony Smith	Technical Claims Consultant	anthony_smith@veromarine.co.nz	09 363 2627
Stuart Campbell	Senior Claims Technician	stuart_campbell@veromarine.co.nz	09 363 2602
Kerry Walker	Senior Claims Consultant	kerry_walker@veromarine.co.nz	09 363 2631
Flora Chen	Claims Consultant	flora_chen@veromarine.co.nz	09 363 2628
Gayatri Keshav	Claims Administrator	gayatri_keshav@veromarine.co.nz	09 363 2608
Lisa Tyrrell	Operations Manager	lisa_tyrrell@veromarine.co.nz	09 363 2629

## Cargo Claims Procedure

- **Immediate Notice of Loss or Damage must be given to:**

The Claims Department  
Vero Marine Insurance  
PO Box 1759, Auckland, New Zealand  
Tel: +64 9 363 2600 Fax: +64 9 363 2601 Email: claims@veromarine.co.nz

- **Written Initial Notice of Claim must be sent *immediately* to:**

The company or carrier who issued the Bill of Lading/Air Waybill or their local agents; *and/or*  
The airline who discharged cargo at the country of destination; *and/or*  
The road delivery carrier should there be any evidence or indication that they may have caused, or contributed to, the damage.

- **Receipt of Goods**

Always inspect thoroughly for damage.  
Count the packages to check for short delivery.  
Do not give a clean receipt if goods are damaged or short. Endorse the delivery docket as such.  
Retaped packaging is a sure sign of pilferage – check contents.

- **Unpacking**

Unpack or open packaging to inspect goods as soon as possible for hidden damage.  
Keep packaging for inspection.

- **Joint Survey**

Phone responsible Carrier and invite them to a joint survey inspection with the Vero Marine appointed surveyor.

- **Minimise Loss**

Take such reasonable action to prevent further loss. *Act as if uninsured.*

## Cargo Claims Documentation Checklist

Ensure that all documents are original and are attached to the claims form:

- Original policy/certificate of insurance
- Original Bill of Lading, Consignment Freight Notes, Air Waybill
- Supplier's invoice for full shipment
- Original or copy of shipping invoices, together with shipping specification and/or weight notes
- Packing lists, if applicable
- Copy of delivery receipt, EWP and Tally Notes
- Copy of the initial notice of claim on carriers
- Copy of all correspondence entered into with carriers and other parties regarding their liability for loss or damage
- All container temperature charts, if applicable
- Itemised valued claim
- Photos of damaged property

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