

FORWARDER PROTECT INSURANCE CLAIM GUIDE



- 1** When you report a **Liability and/or Errors & Omissions claim**, please ensure you provide as much information as possible. Insurers generally require the following to report a claim: Date of loss; nature, extent and cause of loss; approximate value of claim; location and contact details.
- 2** You must notify **World Insurance immediately**. Not just when a claim is officially being made but as soon as you are aware of a problem.
- 3** If necessary, take photos of cargo and/or documents. Often information gets lost or disputed later, so this can be important to protect you.
- 4** It is up to the **Claimant to mitigate the loss. Avoid taking responsibility of the cargo and/or arranging the salvage/disposal**. This can be costly with storage charges. You do not own the cargo, and only the merchant should take responsibility for their cargo. Remember, your liability is often limited.
- 5** **Never try to handle the claim without the guidance of insurers**. This can be costly and could lead to prejudicing the claim. If there was a particular concern as to why you may wish not to involve insurers quickly, you can explain this to insurers, and they may try to accommodate your request.
- 6** As soon as you are aware of a problem, **promptly file claim in writing against the delivering carrier, broker or agent, holding them responsible**. Even if you ultimately are responsible, insurers will expect any claim to be passed down the chain to the responsible party. Notification periods generally range from three to seven days, but it is important to protect any time bar. Typically, time bars are one year, and, unless settlement has been agreed, the claimant is required to be granted a three-month time extension. We recommend to diary this a few weeks before expiry, so you do not forget.

For notification, example wording as follows:

NOTICE OF CLAIM

Date:

Messrs. _____ (Name of shipping company/air carrier/forwarder/delivery agent)

Dear Sirs,

Subject: Bill of Lading no.: [x], Name of Vessel & voyage no.: [x], Date of arrival: [x],
Description of loss/damage: [x], Claim amount: [x].

Please be advised that loss has been found in connection with the captioned shipment, for which we hold you fully liable for any claim arising from this loss and reserve the right to file claim against your company. Kindly look into the matter and let us have your reply soon.



For time bar requests, example wording as follows:

REQUEST FOR TIME EXTENSION

Date:

Messrs. _____ (Name of shipping company/air carrier/forwarder/delivery agent)

Dear Sirs,

Subject: Bill of Lading no.: [x], Name of Vessel & voyage no.: [x], Date of arrival: [x], Description of loss/damage: [x], Claim amount: [x].

We note that the time bar is due to expire on [one year after the date of delivery or incident], and we request you grant a three-months' time extension to prolong time while we continue to discuss the merits of our claim.

If this is not granted, we would be forced to commence proceedings, which would be an unnecessary expense for both parties.

7 Never admit liability or make any agreement to settle even if you consider it your fault or under enormous commercial pressure to resolve the situation. If the claimant requires an acknowledgment, you can provide them something on the following lines:

REQUEST FOR TIME EXTENSION

Date:

Messrs. _____ (Name of Claimant)

Dear Sirs,

Subject: Bill of Lading no.: [x], Name of Vessel & voyage no.: [x], Date of arrival:[x].

We acknowledge receipt of your claim advice, and we have passed this to our liability insurers for comment.

We should advise that we have a limited liability as per our Terms and Conditions, so if you wish for quick and full settlement, we will strongly advise you notify your cargo insurers immediately.

At this stage we make no admission to liability or wrongdoing on our part, and we recommend you take all precautions to mitigate the loss.



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