



MARINE CLAIM FORM

IMPORTANT: Upon knowledge of a loss, please issue a Claim Letter (specimen attached) to the Carrier to hold them responsible for your loss not later than:

1. Sea Freight / Overland Transit – 3 working days after the date of delivery;
2. Air Freight – 7 days after the date of delivery

The form must be completed electronically. Submissions should include all supporting documents, as attachments. The list of supporting documents is not exhaustive and we reserve our right to request any additional documentation or Information, as necessary. Submission with insufficient supporting documents or information may delay the processing of a claim.

The completed form should be validated before printing or electronic submission.

Via POST to:

AIG Insurance Hong Kong Limited
Claims Department
7/F, One Island East 18 Westlands Road Island East Hong Kong

Via email : HongKong.MarineCLM@chartisinsurance.com

PARTICULARS OF INSURED/CLAIMANT

| | | | |
|--|--|-------------------------|--|
| Assured Name: | | Claimant Name: | |
| Contact Person: | | Tel. No.: | |
| Policy No./Certificate No.: | | Policy Issuing Office.: | |
| Name of Insured (If different from above): | | | |
| Contact Person: | | Contact No.: | |

PARTICULARS OF CARRIER/FORWARDER BAILEE

| | | | |
|-----------------------------------|--|-----------|--|
| Name of Carrier/Forwarder/Bailee: | | | |
| Correspondence Address: | | | |
| Contact Person: | | Tel. No.: | |
| | | Email: | |

BENEFICIARY BANK DETAILS

Claims settlement, if any, will be credited to your account by bank transfer (ie TT/EFT), Please provide the following details:

| | | | |
|-----------------------------|--|---------------|--|
| Beneficiary Name: | | Bank Name: | |
| Beneficiary Address: | | Bank Address: | |
| Account No.: | | Swift Code: | |
| Claims settlement by cheque | | | |
| Beneficiary Name: | | | |
| Beneficiary Address: | | | |

DETAILS OF OCCURRENCE / TRANSPORTATION

| | | | | | | | | | | | | | |
|--|--|---------------|--|--------------------|---|---|---|---|---|---|---------------------------|--------------|--|
| Interest Insured: | | Sailing Date: | <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px; text-align: center;">D</td> <td style="width: 20px; height: 20px; text-align: center;">D</td> <td style="width: 20px; height: 20px; text-align: center;">M</td> <td style="width: 20px; height: 20px; text-align: center;">M</td> <td style="width: 20px; height: 20px; text-align: center;">Y</td> <td style="width: 20px; height: 20px; text-align: center;">Y</td> <td style="width: 20px; height: 20px; text-align: center;">Y</td> <td style="width: 20px; height: 20px; text-align: center;">Y</td> </tr> </table> | D | D | M | M | Y | Y | Y | Y | Sum Insured: | |
| D | D | M | M | Y | Y | Y | Y | | | | | | |
| Invoice Value: | | | | | | | | | | | | | |
| Voyage: | From: | To: | Vessel: | Air waybill/BL No: | | | | | | | | | |
| Date of Loss/ Discovery: | <table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px; text-align: center;">D</td> <td style="width: 20px; height: 20px; text-align: center;">D</td> <td style="width: 20px; height: 20px; text-align: center;">M</td> <td style="width: 20px; height: 20px; text-align: center;">M</td> <td style="width: 20px; height: 20px; text-align: center;">Y</td> <td style="width: 20px; height: 20px; text-align: center;">Y</td> <td style="width: 20px; height: 20px; text-align: center;">Y</td> <td style="width: 20px; height: 20px; text-align: center;">Y</td> </tr> </table> | | D | D | M | M | Y | Y | Y | Y | Place of Loss/Discovered: | | |
| D | D | M | M | Y | Y | Y | Y | | | | | | |
| Cause and manner of occurrence: | | | | | | | | | | | | | |
| Loss Amount (with detailed calculation): | Currency: | | | | | | | | | | | | |

Actual calculation below: (Please Attach Separate Spreadsheet if needed)

| Damaged Goods/Repair Cost | Unit Price | Quantity | Estimate/Actual | Uplift (\$um Insured/ Invoice Value) | Subtotal |
|---------------------------|------------|----------|-----------------|---|----------|
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| Total: | | | | | |

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|--|--|
| Please advise the whereabouts and status of the cargo | |
| If the carrier/bailee or any other concerned party was responsible for the loss, please provide details: | |

CLAIM DOCUMENTS

These are the documentation usually required in supporting your claim. Please submit as soon as they are available. If these documents are attached to this claim form, please tick against the check box. Further documents and information may be requested depending on the nature and extent of the claim.

| | |
|--------------------------|---|
| <input type="checkbox"/> | 1. Policy / Certificate / Shipment Declaration Form |
| <input type="checkbox"/> | 2. Bill of Lading / Air Waybill / Transportation Agreement / Delivery note |
| <input type="checkbox"/> | 3. Commercial Invoice / Sales Contract / Purchase Order |
| <input type="checkbox"/> | 4. Packing List / Weight Note |
| <input type="checkbox"/> | 5. Damage Report/Exception List / Delivery Receipt noting the exception |
| <input type="checkbox"/> | 6. Photographs of damaged cargo |
| <input type="checkbox"/> | 7. Claim letter to the carrier / bailee |
| <input type="checkbox"/> | 8. Survey Report (if survey has been conducted) |
| <input type="checkbox"/> | 9. Police or Traffic Accident Report (in case of theft, pilferage, robbery or traffic accident) |
| <input type="checkbox"/> | 10. Others (if any) |

DECLARATION AND CONSENT

The acceptance of this form is NOT admission of liability on the part of AIG. Any documentary proof or report required by AIG shall be furnished at the expense of the policyholder or claimant.

I do solemnly declare that the particulars contained in this form are full, complete, true and accurate in every detail. I agree that if I have made, or in any further declaration in respect of the said claim, if I shall make any false or fraudulent statements or suppress, omit to disclose, or falsely state any material fact whatsoever, this claim shall be voided and all rights of recovery in connection with this claim shall be forfeited.

I hereby authorize AIG to release payment via direct credit or GIRO to the Bank Account as per the attached E-Payment Form. I understand that AIG relies on the above information and instruction in order to make payment and such payment shall be a valid discharge of AIG's liability under the policy. I hereby indemnify AIG for any damages, losses, claims, costs and/or expenses incurred by AIG, arising from or in connection with payments made to the Bank Account in accordance with my instructions herein.

I understand and agree that any settlement by AIG in respect of this claim shall not constitute a basis for settlement of future claims, be it the valuation used in calculating AIG's liability or otherwise.

It is further agreed that in settling a claim, the failure of AIG to exercise any right, power or remedy provided under the policy or otherwise available at law or in equity, or any custom or practice of AIG which is at odds with the terms of the policy, shall not constitute a waiver by AIG of any right, power or remedy under the policy, at law or in equity.

Signature/Stamp of Assured/Claimant:

Date:

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| D | D | M | M | Y | Y | Y | Y |
|---|---|---|---|---|---|---|---|



LEGAL DISCLAIMER FOR POLICIES:

American International Group, Inc. (AIG) is a leading international insurance organization serving customers in more than 100 countries. AIG companies serve commercial, institutional, and individual customers through one of the most extensive worldwide property-casualty networks of any insurer. In addition, AIG companies are leading providers of life insurance and retirement services in the United States. AIG common stock is listed on the New York Stock Exchange and the Tokyo Stock Exchange.

Additional information about AIG can be found at www.aig.com | YouTube: www.youtube.com/aig | Twitter: [@AIG_LatestNews](https://twitter.com/AIG_LatestNews) | LinkedIn: <http://www.linkedin.com/company/aig>

AIG is the marketing name for the worldwide property-casualty, life and retirement, and general insurance operations of American International Group, Inc. For additional information, please visit our website at www.aig.com. All products and services are written or provided by subsidiaries or affiliates of American International Group, Inc. Products or services may not be available in all countries, and coverage is subject to actual policy language. Non-insurance products and services may be provided by independent third parties.

Contact

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18 Westlands Road,
Island East, Hong Kong

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Fax: 852 2838 9916