



ASSEKURANZMAKLER  
MEMBER OF GLOBAL GROUP

## Instructions in Case of Loss or Damage

### 1. Inspect goods immediately

Even if loss or damage is only suspected, do not give a clean receipt but mark documents (e.g. shipping documents) by stating extent of damage suspected or noticed.

When delivery is made by container, ensure that the container and its seals and/or locks are examined immediately by the responsible officials of the shipowners or the carrier. If the container is delivered damaged or with seals/locks broken or missing or with seals/locks other than as stated in the shipping documents clause, it should be written on the delivery receipt accordingly stating the assumed loss or damage and retain all defective or irregular seals and locks for subsequent identification.

### 2. Secure rights of recovery from third parties

If loss or damage is apparent, please claim before receipt, otherwise immediately after its discovery:

Shipping companies or other carriers, bailees, customs or port authorities must directly/ immediately be

- requested to attend a joint survey
- requested to certify the loss or damage
- held liable in writing.

Comply with any time limits (e.g. 3 days after discharge in respect of marine transports).

### 3. Minimize claim

Care must be taken to minimize loss or damage and to avert further loss or damage.

### 4. Appoint surveyor

Immediately contact a surveyor (not required if the loss and/or damage does not exceed EUR/USD 3,000).

On proving substantial reasons, the nearest Lloyd's agent may be called in instead of the surveyor named.

### 5. Do not alter condition of the goods

Do not alter condition and packing of goods before arrival of the surveyor unless required by measures as under clause 3.



ASSEKURANZMAKLER  
MEMBER OF GLOBAL GROUP

## **6. Inform ATS**

Immediate notice of claim must be given to ATS Insurance Brokers GmbH  
Zirkusweg 1, D-20359 Hamburg (Email: [info@ats-brokers.de](mailto:info@ats-brokers.de))

## **7. Submit claim documentation**

A full set of claim documents must be presented to the ATS, in particular:

- Claim Bill
- Certificate or policy of insurance
- Survey report
- Bill of Lading, way-bill, or other contracts of carriage or storage
- Shipping invoice
- Documents showing number, measurements or weight at time of shipping and arrival
- Certificate of loss or damage/correspondence regarding liability of third parties according to clause 2
- Subrogation form issued in favour of Underwriters signed by the party holding rights under the contract of carriage.

These documents must be submitted as soon as possible, at the latest before the expiry of exclusion or limitation periods.