

货物受保  
SHIPMENT INSURED

AMBER  
COVER  
安保险



A Licensed Custom Agent

A Licensed Courier Agent

World of Insurance

## CLAIMS PROCEDURE GUIDELINE

### NOTIFICATION

#### What to notify:

Any loss or damage giving rise to a claim under the policy

#### How to notify:

1. Telephone/ email the Insurer's Broker
2. Information to be given
  - Location of loss
  - Time and date of loss
  - Brief description of loss
  - Name and telephone number of person to contact: Insured's PIC or relevant PIC.
  - Estimate of loss

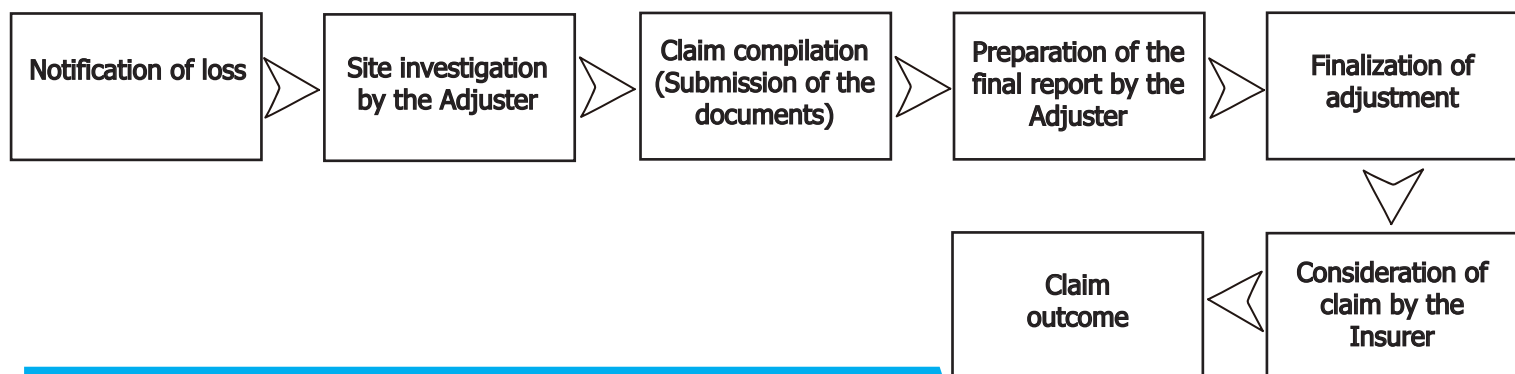
## DOCUMENTATION:

- Bill of Lading / Air Waybill (HBL / MBL)
- Invoice
- Packing list
- Notice of loss to all the relevant parties to hold them liable for the said loss
- Delivery Order / Consignment Note
- Cargo Manifest
- Survey Report
- Police Report
- QC Report / technical report
- Claim bill
- Photographs
- Custom declaration form

## LOSS BELOW RM 5000.00:



## LOSS ABOVE RM 5000.00:



## Salvage (For Salvageable Cargo)

- Request for salvage
- Salvage tender by merchants
- Reward of salvage to highest bidder
- Payment & collection of cargo