
Procedure Claim

The procedure that needs to be undertaken to report a claim to Insurance Company when a vessel or ship suffer damages and/or losses during its period of insurance is as follows:

- 1) Ship's captain must immediately report any claim incident to the Ship's Owner.
- 2) Ship's owner must immediately report a claim incident to the Insurer so that the Insurer will be able to quickly take all the necessary procedures to handle the claim.
- 3) Ship's Owner has to appoint a Loss Surveyor to investigate the cause and the amount of loss and/or damages incurred (with Insurer approval).

The appointment of a Loss Surveyor can be done in 2 (two) ways:

- a. The Captain or the Shipping's Agent can ask for the nearest "Lloyd Agent" to conduct a survey in the name of the Insurer.
 - b. Request the Insurer to appoint a Loss Surveyor as soon as possible.
- 4) Request approval from the Insurer to commence repairs on the ship's damages.
 - 5) Under difficult circumstances, the Insured (with approval of the Insurer) can appoint a Loss Adjuster.
 - 6) All necessary documents must be completed and submitted to the Insurer in order for the claim to be processed.

Other supporting documents are as follows:

- 1) Letter of declaration from the Ship's captain with acknowledgement from the nearest seaport.
- 2) Report from the Ship's engineering head staff.
- 3) Ship's log book.
- 4) "Survey Report" from the appointed Loss surveyor.
- 5) Details of the cost to repair the damages and/or Invoice.