

CARRIERS LOAD INSURANCE CLAIM FORM

SUBMITTING YOUR CLAIM

The insurer, QBE Insurance (Australia) Limited, manages claims under policies issued by SURA Marine.

Once you have completed this claim form please forward it to your insurance broker.

INFORMATION WE MAY NEED

The answers given to questions in this claim form may require further information to be requested and/or further investigations to be made by us or parties we appoint. This may include contacting the owner of the goods or livestock to obtain documentation to verify the amount and extent of the claim.

If you do not provide the requested information or consent to its collection and disclosure as described above, the assessment of your claim may be delayed or we may not accept the claim.

Please provide the following information/documentation where possible with your claim form:

- Quotation for repair / replacement
- Quotes / invoices /accounts for recoverable costs i.e. removal of debris
- Consignment / freight / delivery note (showing terms and conditions)
- Packing / weight / inventory list
- Demands received from the owner of the lost or damaged goods or your principal if you were a subcontractor
- Any other evidence of loss or damage including photographs

PRIVACY STATEMENT

SURA Marine and QBE each have a privacy policy which sets out personal information they collect and how they collect, disclose, store and use it.

SURA Marine

SURA Marine is committed to protecting the privacy of the personal information you provide to us. Any personal information you give us will be treated in accordance with the Privacy Act 1988.

If you require additional information or would like a copy of our privacy policy, please contact SURA Marine.

QBE Australia

We will collect personal information when you deal with us, our agents, other companies in the QBE group or suppliers acting on our behalf. We use your personal information so that we can do business with you, which includes issuing and administering our products and services and processing claims. Sometimes we might send your personal information overseas. The locations we send it to can vary but include the Philippines, India, Ireland, the UK, the US, China and countries within the European Union.

Our Privacy Policy describes in detail where and from whom we collect personal information, as well as where we store it and the full list of ways we could use it. To get a free copy of it please visit www.qbe.com.au/privacy or contact our customer care unit.

It's up to you to decide whether to give us your personal information, but without it we might not be able to do business with you, including not paying your claim.

POLICY NUMBER

THE INSURED

Insured's name

Surname/Business name

Given name(s)

Address

Contact number(s)

BH ()

Private ()

Facsimile ()

Mobile ()

GOODS & SERVICES TAX

Are you registered for GST?

Yes No

What is your ABN?

Have you claimed or intend to claim an input tax credit on the GST component of the premium applicable to the policy?

Yes No

If 'yes' will you be claiming an amount less than 100%?

Yes No

If less than 100% specify amount claimed

%

Are you entitled to claim an input tax credit for repairs or replacement of the item that has been lost or damaged?

Yes No

If 'yes' will you be claiming an amount less than 100%?

Yes No

If less than 100% specify amount claimed

%

CONTRACT DETAILS

With whom did you contract for the transit of the goods?

The owner

Another carrier

Name and address of whom you contracted to carry the goods for

If you were carrying as a subcontractor:

Had you signed a written contract with the principal carrier?

Yes No

If yes, please provide a copy

Did the principal carrier issue a consignment note?

Yes No

If yes, please provide a copy

Did the principal carrier charge you for insurance?

Yes No

If yes, please attach details

DETAILS OF THE LOSS

When did the transit commence? Date / /

What date were the goods delivered? (if applicable) Date / /

When was the loss discovered? Date / /

Description of the goods being transported

The goods were in transit: From

To

Please give details of what happened

Briefly describe the accident or event giving rise to this claim

What actions were taken immediately after the loss?

Has a claim been made against you? Yes No

If yes, by whom?

Details of police, if they attended or were notified:

Officer's name Report no.

Station Date reported to police / /

The following documents are required in support of your claim (please attach a copy)

Consignment note

Letter of claim from the owner of the goods or from the principal carrier

Your reply to the letter of demand (if any)

Letter to third party denying liability (in accordance with the terms and conditions of the consignment note, if issued)

Invoices, statements and any other documents evidencing the amount of loss

Your contract with the subcontractor or principal carrier

DETAILS OF CLAIM

| ITEM (INCLUDE MAKE, MODEL, AGE) | DETAILS OF DAMAGE | AMOUNT CLAIMED |
|---------------------------------|----------------------|----------------|
| | | \$ |
| | | \$ |
| | | \$ |
| | | \$ |
| | | \$ |
| | | \$ |
| | Total amount claimed | \$ |

Were there any costs for the recovery of the damaged goods? Yes No

If "yes" please specify the amount incurred for recovery costs \$

Where are the goods now?

Who should we contact to arrange a survey?

Contact number

Email address

CONDUCT OF THE CLAIM

Please indicate how you would like this claim to be considered by insurers:

- The claim should be considered as a goodwill payment to your customer despite you not being legally responsible for the loss or damage. **It is important to be aware that your customer may have their own insurance for this loss or damage.**

ACTION: What is your annual revenue (gross freight earnings) from this customer contract \$ _____

- You believe you are liable for this claim due to a contractual obligation in your contract with your customer.

ACTION: Please provide a copy of the contract.

- You have already agreed with your customer to settle the claim.

- You are not contractually or legally responsible to compensate your customer and insurers should defend you against any legal action that your customer may take against you.

DECLARATION AND AUTHORISATION

The information and answers given above are true, correct and complete in every detail.

I/We understand the claim may be refused if information is not true or is withheld.

I/We authorise QBE Insurance (Australia) Limited to give to and obtain from other insurers, insurance reference bureaus and credit reporting agencies any information relating to the Insured's credit or insurance history as well as insurance claims information obtained during the course of this contract.

I/We understand that insurers do not admit liability by the issue of this form.

SIGNATURE OF INSURED:

DATE: