



COMPREHENSIVE COMBINED CARRIERS

Important Notice

Please read this claim form prior to answering the questions.

ALL questions must be answered as fully as possible. Please use additional sheets if necessary and copies of relevant documentation should be attached.

If you have any questions in relation to completion of the claim form, please contact your insurance advisor or broker.

Please send the completed claim form, as soon as possible, to your insurance advisor or broker.

Liberty Specialty Markets (Liberty) reserve our right to obtain further documents in relation to this claim, if necessary.

Please do not accept any offer of settlement or bank monies without first contacting Liberty.

You are reminded that under no circumstances should you admit any liability or make any offer of settlement.

Fast-track claims

Any claims estimated to be less than or equal to AU \$25,000 may be eligible for fast processing. We aim to settle fast-track claims in less than 72 hours, although some settlements may take longer, depending on the circumstances and the information we need.

To make a fast-track claim, you will need to supply **all** of the following:

- a. a consignment note or similar document evidencing receipt of the consignment
- b. the standard Trading Terms & Conditions of Carriage – if you undertook the transit under another company's standard Terms and Conditions of Carriage, those terms and conditions should be provided to Liberty
- c. any photos
- d. the Letter of Demand from the third party including documentation to substantiate the loss including quote/invoice for the damaged portion of the consignment. Also include your response (if any).
- e. if relevant, your letter holding a third party responsible (or your views on why such a third party might be responsible so that Liberty can investigate further)
- f. the original commercial invoice for the consignment.
- g. police report number

Please note: Settlement may be delayed if the above documents are not provided at the time of the initial claims notification, or if we need more information to review your claim.

1. DETAILS OF INSURED

Policy no.

Name of insured

Address of insured

Are you registered for GST purposes?

Yes

No

What is your ABN?

Have you claimed or do you intend to claim an input tax credit on the GST applicable to this policy?

Yes

No

Is the amount of any input tax credit you have claimed (or intend to claim) less than 100% of the GST that was applied to your policy premium?

Yes

No

If "YES", specify the percentage amount claimed or intended to be claimed

%

2. CLAIM DETAILS

Date of loss

Consignor

Consignee

Transit from

Transit to

Description of cargo/goods

Cause of loss/damage

Where did loss occur?

Where can the goods be inspected?

Have you reported the loss to police?

Yes

No

If yes give date of notification and the Police Report number

Has a claim been made against you?

Yes

No

Have you denied liability verbally or in writing?

Yes

No

If yes, by whom?

Were you the primary contractor or a subcontractor for this carriage?	Yes	No
Do you want to indemnify the cargo owners as a goodwill payment to protect your customer relationship despite there being no legal responsibility on your part?	Yes	No
Do you wish to rely on your Terms and Conditions of Carriage to defend the claim? * Please note your customer could potentially have their own insurance policy to cover the loss.	Yes	No

3. STATEMENT OF CLAIM

Description of lost/damaged property	Present cost of repair or replacement
Total amount claimed	

Were there any removal of debris costs?	Yes	No
---	-----	----

4. DOCUMENTS

For faster processing of your claim please ensure that you have attached:-

- a. A consignment note or similar document evidencing receipt of the consignment;
- b. The Standard Trading Terms & Conditions of Carriage – if you undertook the transit under another company’s standard Terms and Conditions of Carriage, those terms and conditions should be provided to Liberty;
- c. Any photos;
- d. The Letter of Demand from the third party including documentation to substantiate the loss including quote/invoice for the damaged portion of the consignment. Also include your response (if any);
- e. Copy of the commercial invoice for the damaged consignment;
- f. If relevant, a copy of the Police Report
- g. Removal of debris costs (invoices and photos)

Liberty reserves our right to obtain further documents in relation to this claim, if necessary.



5. BANK DETAILS

Please provide your account details below to ensure a prompt settlement if your claim is accepted.

Account name

Bank name

BSB number

Account number

Overseas payment

Bank name

Bank physical address

Swift code/IBAN/BIC or sort code

6. IMPORTANT POINTS TO CONSIDER THAT MAY INFLUENCE A CLAIM

If you provided this transit service under another transport company's Terms and Conditions of Carriage i.e. acted as a sub-contractor:

- | | | |
|--|-----|----|
| a. Were you provided with a copy of the main contractor's Terms and Conditions of Carriage? | Yes | No |
| b. Do the main contractor's Terms and Conditions of Carriage indemnify/protect you for any loss/damage caused? | Yes | No |
| c. Has the main contractor denied liability in respect of the damage to the cargo in question? | Yes | No |
| d. Who is making the claim against you? _____ | | |
| e. You have already agreed with the customer to settle the claim | Yes | No |

If the responses are "yes" to a, b or c, please contact your broker and Liberty immediately to discuss next possible steps to deal with such circumstances.

3. SIGNATURE

I, (print name in full)

(position)

of the insured and on behalf of the insured acknowledge the above answers to be true and correct AND acknowledge that the insurer may take its decision on indemnity having regard to these answers.

Signature

Date

Privacy Notice

Liberty Specialty Markets is a trading name of Liberty Mutual Insurance Company, Australia Branch (ABN 61 086 083 605) incorporated in Massachusetts, USA (the liability of members is limited) (**Liberty**). It is a member of Boston-based Liberty Mutual Group. Details of Liberty's head office in Australia are:

Address: Locked Bag 18, Royal Exchange NSW 1225, Australia
Phone: +61 2 8298 5800

Liberty is bound by the Privacy Act 1988 (Cth) and its associated Australian Privacy Principles when it collects and handles your personal information.

Liberty collects personal information, including from insurance brokers, in order to provide its services and products, manage claims and for purposes ancillary to its business. Liberty passes it to third parties involved in this process such as Liberty's related companies, reinsurers, agents, loss adjusters and other service providers. We may store your information with third party cloud or other types of networked or electronic storage providers. Third parties may be located locally or overseas in the United States, Canada, United Kingdom, Singapore, Hong Kong and Malaysia. Your information may be transferred to countries without comparable privacy laws if it is reasonably necessary to provide you with the products or services you seek from Liberty. If you do not provide the personal information Liberty or other relevant third parties require to offer you specific products or services, Liberty may not be able to provide the appropriate type or level of service.

If you wish to gain access to or correct your personal information, make a privacy complaint, or if you have any query about how Liberty collects or handles your personal information please write to Liberty's Privacy Officer at the address above or by emailing: privacy.officer.ap@libertyglobalgroup.com. To obtain a copy of Liberty's Privacy Policy go to Liberty's website (libertyspecialtymarkets.com.au) or request a copy from Liberty's Privacy Officer.

When you give Liberty personal or sensitive information about other individuals, Liberty relies on you to provide its Privacy Notice to them. If you have not done this, you must tell Liberty before you provide the relevant data.