



CLAIM REPORT
Cargo Insurance

Policy	Certificate

INSURED'S INFORMATION

Full name / Corporate name		ID number / Tax ID No.	
Street Address:		Floor / Suite	Apt. / Unit.
City/Town:		Province / State	
Phone number:		E-Mail:	
Contact person (full name):			

CLAIM DETAILS

Date of loss:		Loss location	
Type of loss: (mark with an X)	Collision	Overturning	Falling off the road
	Partial robbery /burglary	Total robbery /burglary	Larceny
	Non-delivery	Disappearance	Wetting
	Partial damage	Total damage	Others
Type of merchandise: (mark with an X)	Container	No. of container	
	Dry cargo	Reefer cargo:	Frozen cargo
	New machinery	Auto-parts	Others:
	Used machinery	Electronic equipment	

Description of Incident (circumstances of the event, including a detailed description of material damage):

Full name / Corporate name of the cargo carrier:

Phone number:		Address (**):	
Did the unit have Satellite Tracking?	YES	NO	Tracking Company:
Was the unit equipped with an Armed Escort?	YES	NO	Security Company:



POLICYHOLDER DETAILS			
Full name / Corporate name			
Contact person (full name)			
Phone number:		E-mail:	

Standard Operating Procedure: Claim Notification

Basic procedure to be followed in the event of a Loss/Claim:

- **Notification to Hanseatica:** Notice must be provided to Hanseatica within three (3) consecutive days from the date of discovery of the occurrence.
 - **Email:** siniestros@hanseatica.com
 - **Required Information:** State the Policy Number and the corresponding Insurance Certificate.
 - **Documents:** Submit Claim Form, Certificate, Invoice, Packing List, Shipping Documents (CRT, AWB, BL), and Letter of Protest addressed the carrier and their subsequent response.
 - Any irregularities must be recorded in writing on the carrier's or depository's documentation. This observation must be made before removing or upon receiving the cargo to preserve the right to claim.
- **Preserve Hanseatica's Subrogation Rights:**
 - Submit a Letter of Protest to all parties potentially liable for the damage (air, land, or sea carriers), requesting a joint inspection whenever possible, depending on the circumstances of the case.
 - Do not remove merchandise from port terminals or bonded warehouses without first conducting a joint inspection with the carriers or warehouse keepers.
 - Deadlines for submitting the Letter of Protest:
 - **Air Freight:** Seven (7) consecutive days from the date the cargo is made available to the consignee or from the scheduled date of arrival.
 - **Sea Freight:** Three (3) days from the date the container is removed from the port.
 - **Land Transport:** If damages are apparent, remarks must be recorded on the transport document. For non-apparent damages, the deadline is generally 24 hours from delivery.

Note: Non-compliance with any of the instructions set forth herein may prejudice your rights to indemnity under the terms and conditions of the contracted policy. The insured, consignee, customs broker, or any third party acting on behalf of the party holding insurable interest is required to adhere to the above-stated provisions. –