



**CLAIM REPORT**  
**Logistics Operator Liability**

**Policy N°**

**CLAIMANT 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	
<b>Type of loss:</b> (mark with an X)	Daño al contenedor	Daño a la carga	Faltante
	Entrega indebida	Falta de entrega	Error u omisión
	Demora	Llenado incorrecto de BL, AWB o CRT	Others

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


Is there a contractual relationship between you and the claimant?	SI	NO	If yes, please specify
Have the transportation services been invoiced?	SI	NO	If so, please provide a copy of the issued invoice
Are there any insurance policies currently in force covering the goods?	SI	NO	If yes, please specify
Who is the party directly responsible for the damage?			
What is the relationship between you and the party responsible for the damage?			

**INSURED'S INFORMATION**

Full name / Corporate name		ID number / Tax ID No.	
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](mailto: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. –**