

Cargo

Claim form



Privacy

Zurich is bound by the Privacy Act 1988 (Cth). Before providing us with any Personal or Sensitive Information ('Information'), you should know that:

We collect, use, process and store Personal Information and, in some cases, Sensitive Information about you such as health information, in order to comply with our legal obligations, assess your application and, if your application is successful, to administer the products or services provided to you, to enhance customer service and product options and manage a claim ('purposes').

If you do not agree to provide us with the Information, we may not be able to process your application, administer your policy or assess your claims.

By providing us or your intermediary with your Information, you consent to our use of this Information and where relevant for the purposes, you consent to our disclosure of your Personal Information, including your Sensitive Information, to your intermediary, affiliates of the Zurich Insurance Group Ltd, other insurers and reinsurers, our service providers, our business partners, medical and health practitioners, government offices and agencies, regulators, law enforcement bodies, your employer, Workcover authorities and as required by law within Australia or overseas.

Zurich may obtain Information from government offices, the parties listed above and third parties to administer policies and assess a claim in the event of loss or damage.

In most cases, on request, we will give you access to personal information held about you. In some circumstances, we may charge a fee for giving this access, which will vary but will be based on the costs to locate the information and the form of access required.

For further information about Zurich's Privacy Policy, a list of service providers and business partners that we may disclose your Information to, a list of countries in which recipients of your Information are likely to be located, details of how you can access or correct the Information we hold about you or make a complaint, please refer to the Privacy link on our homepage – www.zurich.com.au, contact us by telephone on 132 687 or email us at Privacy.Officer@zurich.com.au

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

- Commercial invoice
- Packing/weight/inventory list
- Bill of lading/airway bill/consignment note (showing terms and conditions)
- Customs entry form
- Freight invoice
- Wharf delivery docket
- Quotation for repair/replacement
- Any other evidence of loss or damage including photographs
- Original insurance certificate (not required if we issued the policy)
- Copy of your written 'letter of demand' to the carrier/port authority/other or bailee and any response.

Important note

It is the duty of the Assured and their Agents, in all cases, to take such measures as may be reasonable, for the purpose of averting or minimizing a loss and to ensure that all rights against carriers, bailees or other third parties are properly preserved and exercised.

1. To claim immediately on the carriers, port authorities or other bailees for any missing packages.
2. In no circumstances, except under written protest, to give clean receipts where goods are in doubtful condition.
3. When delivery is made by container, to ensure that the container and its seals are examined immediately by their responsible official. If the container is delivered damaged or with seals broken or missing or with seals other than as stated in the shipping documents, to clause the delivery receipt accordingly and retain all defective or irregular seals for subsequent identification.
4. To apply immediately for survey by carriers or other bailees' Representatives if any loss or damage to apparent and claim on the Carriers or other bailees for any actual loss or damage found at such survey.
5. To give notice in writing to the Carriers or other bailees within three days of delivery if the loss or damage was not apparent at the time of taking delivery.

1 Insured details

Policy number	Claim number	
Insured name		
Address	State	Postcode
Contact name		
Contact number/s		
Email		

2 GST declaration

Are you registered for GST? Yes ☐ No ☐ If 'Yes', please provide ABN number

Have you claimed an input tax credit on the GST amount applicable to this policy? Yes ☐ No ☐

If 'Yes', is the amount claimed less than 100%? Yes ☐ No ☐

If 'Yes', please advise percentage of GST claimed is applicable to the premium %

3 Claim information

Date of loss/damage	/	/	Date of dispatch	/	/	Date of arrival	/	/
Name of vessel/airline			Voyage/flight number					
Carrier Freight Forwarder								
Port of shipment			Port of discharge					
Consignor name and address								
Consignee name and address								
Please indicate ☒ terms of sale ☐ FOB ☐ CFR ☐ CIF ☐ Ex Works ☐ Other, please provide details								
Has the event been reported to the police?			Yes ☐ No ☐			If 'Yes', please advise name and location of police station		
Police report number								
Please provide details of how loss/damage occurred								
Where did the loss/damage occur?								
If goods are damaged, please provide address where the damaged goods can be inspected								
Please provide details of packaging condition								
Can damaged goods be repaired? Yes ☐ No ☐ If 'No', is there a salvage value? Yes ☐ No ☐ If 'Yes', approx value AU\$								
Other insurance cover								
Was there any other insurance covering this event at the time of loss? Yes ☐ No ☐ If 'Yes', please advise insurance company and policy number								
Other interested parties								
Please provide details including names and address of other interested parties i.e. finance or lease company								
Carrier								
Were the goods carried by a shipping company, freight forwarder or carrier?						Yes ☐ No ☐		
If 'Yes', please provide details including name and address								

3 Claim information (continued)

Were details of the loss and/or damage noted at the time of delivery? Yes ☐ No ☐

Were details of loss and/or damage noted on delivery docket? Yes ☐ No ☐

Has a claim been lodged on the shipping company, freight forwarder or carrier? Yes ☐ No ☐ If 'No', please lodge claim

Has the shipping company, airline or carrier surveyed the damage? Yes ☐ No ☐

Description of items to be claimed (include make, model and age)	Details of loss/damage	Can the item be repaired?	Amount claimed AU\$
		Yes ☐ No ☐	\$
		Yes ☐ No ☐	\$
		Yes ☐ No ☐	\$
		Yes ☐ No ☐	\$
		Yes ☐ No ☐	\$
		Yes ☐ No ☐	\$
		Yes ☐ No ☐	\$
Total amount claimed			AU\$

4 EFT payment details (please complete this section if you require payment directly into your account)

Account name Account number

Bank name BSB Number

Bank address State Postcode

Overseas payment

Swift Code ABA Code Sort Code

5 Declaration

I declare that to the best of my knowledge and belief the information in this form is true and correct and I have not withheld any relevant information. I understand that Insurers do not admit liability by the issue of this form.

Name (Please print)

Signature of insured Date / /