



Tokio Marine Europe Insurance Limited

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Procedure to follow in Case of Loss or Damage

1. Communicate immediately to TOKIO MARINE EUROPE INSURANCE or to the appointed Agent the occurrence of the claim.
2. Send a registered note to the liable of the damage.
3. When the goods are delivered with external damages note exceptions on the delivery order.
4. Act with reasonable dispatch according to the circumstances and features of the goods and the instructions of the Surveyor, as if not Insured.

Preservation of Rights of Recovery

The Assured must comply with International Conventions, laws and local usages.

In any case, the following requirements shall be met with:

1. Apparent damage

a. When the goods are delivered, note exceptions on the delivery order including marks, numbers, quantities and weights of damaged packages.

b. Send a registered notice of exceptions to the carrier at the time of taking delivery.

2. Damage not apparent at time of taking delivery

Send a registered notice of exceptions to the carrier within 2 days of delivery.

3. In all cases

a. Apply immediately for survey.

b. Jointly with the surveyor named on this certificate, invite the carrier and/or any other liable party, by registered letter if necessary, to attend survey.

Documents to be Supplied in Support of Claims

For all claims:

- Original certificate of insurance
- Original invoices of goods and the various expenses incurred
- Original bill of lading, waybil, etc...

The following documents are to be added:

1. Particular average:

- Survey report
- Notice of exception and relevant correspondence sent to liable parties.

2. For no deliveries

Certificate or any other documentary evidence showing non delivery.