

GUIDELINES FOR THE SUBMISSION OF MARINE INSURANCE CLAIMS

In order to fully investigate your claim it is essential that you provide us with the following ORIGINAL documents:

1. Marine Insurance Policy
2. Bill of Lading or Airway Bill
3. Invoices
4. Packing List
5. Customs Certificate
6. Estimate of damages from the Surveyors Lloyds Agents (Tel. Nicosia 22-753950, Limassol 25-566099, Larnaca 24-652246 and Paphos 26-932101)
 - **Note:** The estimate of damages is not necessary if the estimated damage is less than €550. In this case documentary photographs of the damage will suffice.
7. Your letter to the Carriers (Marine agency / airline company) in which you place them as responsible for the damage as follows:
 - I. If the transport of the goods was carried out by sea - Seafreight - the letter is to be sent within 5 days of their receipt and,
 - II. If the transport of the goods was carried out by air - Airfreight - the letter is to be sent within 3 days of their receipt. **If this instruction is not followed exactly your claim will not be valid** since you will lose – and by extension the Company will lose - the right to recovery in case of payment of the claim.
8. Carriers' Reply to the above letter (point 7)
9. Invoice for reparation of the damage.

All of the above documents and the relevant procedure are referred to in RED CLAUSE (a copy of which is attached) and which was also attached to your Marine Insurance Policy.

We stress that any omission on your part to act promptly with regards to the above and / or failure to provide the above mentioned ORIGINAL DOCUMENTS promptly with the result that the Company's rights to reparation are affected may adversely affect the acceptance of your claim.

Consequently please contact the Claims Department directly should you have any queries or need any information or clarifications in order that we can provide you with the best possible service and assistance in line with the Terms of your Policy.

Please e-mail the claim form to claimshelp@cnpkyprus.com.