

貨運保險之一般索償程序

1. 假若提貨時，發現或懷疑貨物受損，或全部或部份貨物失蹤，請採取下列行動：
 - 於提貨單上註明有關發現，不能簽具“潔淨收據”給運貨人。
 - 於正式檢驗前保持貨物於收貨時之原狀。
 - 即時通知運送人、運送代理、托管人或其他有關方面。
 - 與本公司或列於保險單上的理賠檢驗代理人聯絡，安排與運送人、運送代理、托管人或有關方面進行聯合檢驗。
 - 於檢驗後及運輸合約指定的日期內，致信向運送人、運送代理、托管人及有關方面索償，並抄送本公司。
2. 將下列文件送交本公司或指定之理賠檢驗代理人：
 - 保險單或保險證明書正本。
 - 提貨單、空運提單、運貨收據及/或運輸合約正本。
 - 貨物發票。
 - 裝箱紙、裝箱報告、裝船明細單、磅重單正本。
 - 檢驗報告正本。
 - 短交證明、貨物損壞報告或所有由送貨人、運送代理、托管人或有關方面發出以證明貨物受損情況的一切文件。
 - 正式的索償要求(假若已安排檢驗，請於要求中包括檢驗費)。
3. 假若索償涉及出口貨物，理賠檢驗人將會直接與本公司匯報，索償人毋須再與本公司聯絡。

Claims Procedures - Marine Cargo Insurance

1. When goods is received in a damaged or suspected damaged condition, or when goods or some of the goods are found missing:
 - mark exception on the Delivery Receipt, do not sign "Clean Receipt" to carrier, forwarder, bailee or other concerned parties.
 - maintain the goods in the state as delivered before survey if goods is damaged
 - inform the carrier, forwarder, bailee or other concerned parties immediately
 - contact Falcon Insurance or our Settling/Survey Agent named on the policy to arrange a survey jointly with carrier, forwarder, bailee or other concerned parties
 - file a claim in writing to the carrier, forwarder, bailee or other concerned parties after survey but within the time limit as stated in the Contract of Carriage with the said parties and copied to us.
2. Submit to Falcon or our Settling Agent the following documents as soon as possible:
 - original Insurance Certificate/Policy
 - original Bill of Lading &/or Airway bill &/or consignment Notes or other contract of Carriage
 - original Shipping Invoice(s)
 - original Packing List/Loading Report/Shipping Specification/Weight Notes
 - original Survey Report
 - short-landing Certificate, Cargo Damage Report or other Exception Notes showing the conditions of goods received from carrier, forwarder, bailee or other concerned parties
 - formal Statement of Claim (including survey fees if survey has been arranged)
3. For overseas export claims, there is no need to report to Falcon separately as our Settling Agent will maintain contract with us for the purpose of handling the claim on our behalf.