



Asia / Global Claims / Marine

## Getting you from stop to go

A promise. That's what a Marine policy is. Our promise is to investigate, manage and resolve your covered claim so you can get back to business as quickly as possible.

In the event of a claim notification, we aim at providing a quick and efficient claims process, underpinned by the technical knowledge, advice and experience of our highly capable claims staff.

In order to allow our claim handlers to consider and resolve your claim as quickly as possible, we would ask you to provide along with the initial notification the following documentation:

Documents required	Cargo	Hull	Yacht
Bill of Lading, Airway Bill or CMR as applicable (front and back)	✓	x	x
Delivery receipt (Domestic)	✓	x	x
Commercial Invoice / freight	✓	x	x
Repair Invoice / quotations	✓	✓	✓
Packing list	✓	x	x
Liability letter (Claims Letter to Carrier)	✓	x	x
Photographs of damages	✓	✓	✓
Evidence incident has been reported to the appropriate authority for theft claims	✓	✓	✓
Proof of ownership for personal belongings	x	x	✓

**“ First to pay, and rather quickly. Claims are the key to our role and speed of service helps all of us look good. Thanks to all (Singapore Claims Team) for your role in making this happen. Keep up the good work. ”**

London broker

### Contact

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