

Claims On The Move

The Marine Claims Centre comprises 11 claim specialists situated in Sydney and Melbourne. All marine claims are handled by the team at Vero National Marine. Depending on the complexity, losses are segmented in the first instance according to whether they are cargo, commercial hull or liability. Relatively straight forward claims can be fast tracked within 48 hours of receipt whereas more involved incidents will receive the necessary attention.

Some marine claims may require the appointment of a Marine Surveyor to assist in the claim formulation process and the reporting of facts to insurers. All Vero National Marine's surveyors are experienced in marine insurance and are more than capable of meeting our group's service standards.

Vero National Marine's approach to claims is "How do we solve the problem?" Our team understands that, for instance, transit damage to cargo can cause a break in continuity of business and therefore cause unforeseen disruption in day to day operations.

All transit claims under A\$20,000 will be given due consideration for processing within two working days or sooner if the relevant paperwork is either presented with the initial claim or received promptly after having been requested by one of our technicians.

Basic documentation required for:
Imports – **Completed claim form** (obtained from the VNM website), **Commercial Invoice, Bill of Lading** (front and back) and **Packing list**.



Inland Transit – **Completed claim form** (obtained from the VNM website), **Commercial Invoice** and **Consignment Note**.

The onus of proving that a loss has resulted from the operation of an insured peril is the responsibility of the claimant and therefore any relevant information that supports the loss is beneficial.

There will be occasions when a copy of the written **claim on the carrier** (ocean, air, land) and **their response** will form part of the basic documentation together with, for instance, a repair or replacement quote/invoice and/or photographs.

Vero National Marine takes great pride in our business relationships. Vero National Marine likes to work with both the broker and insured to ensure that the claims process is as painless as possible and the client has a "positive experience" in what can be a difficult situation.

Contact us if you would like additional information.

The Team at Vero Marine and Aviation