

## CARRIERS CLAIMS AT AM&T

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### When you make a carriers' claim at AM&T we want to make it efficient and fuss free.

To help us process your claim quickly please send us the information we need as soon as possible. Check the lists below to see if any of these documents apply to your claim:

#### Documents we need to process your claim:

- Claim form completed by the carrier – not the third-party claimant
- Copy of the consignment note including the terms and conditions of carriage used for the consignment
- Carriers' inventory for the consignment
- Invoices for the damaged goods
- Photos of damaged goods
- Copy of the letter of demand received from third-party

#### Other documents that may be applicable to your claim:

- Police report
- Quotes for repair or replacement of damaged goods
- Details of any salvage
- Destruction certificates
- Invoices for any clean-up costs incurred
- Details of any claim made against your motor vehicle insurer

#### Please note

If your claim is for damage to refrigerated goods we will need additional information.

#### Further information

To help us manage your claim we may appoint a surveyor and / or loss adjuster to gather the facts of the incident that led to your claim.

We will keep your broker updated on the progress of your claim every 20 business days unless we have agreed a different time frame with them.

#### Please note

Your claim will be settled net of any applicable excess shown in your policy schedule and less any salvage (if applicable).

If you have any questions about the process or management of your claim please contact your broker in the first instance.

