

## Making a Marine Freight claim

Help us to resolve your claim quickly. Please fill in all the details on this form and return it to us in the envelope provided. You'll also need to include relevant, supporting documents so you'll find a handy checklist, below. Thank you.



**We process claims up to £3,000 immediately if you include all the necessary documents.**

**Please complete the following:**

<b>Insured's name</b> <input type="text"/>	<b>Broker's telephone number</b> <input type="text"/>
<b>Insured's address</b> <input type="text"/> <input type="text"/> <input type="text"/>	<b>Reference number</b> <input type="text"/>
<b>Insured's contact name</b> <input type="text"/>	<b>Description of claim</b> <input type="text"/> <input type="text"/> <input type="text"/>
<b>Insured's telephone number</b> <input type="text"/>	<b>Amount of claim</b> <input type="text"/>
<b>Policy no</b> <input type="text"/>	<b>Date of loss</b> <input type="text"/>
<b>Broker's name</b> <input type="text"/>	<b>Time of loss</b> <input type="text"/>
<b>Broker's address</b> <input type="text"/> <input type="text"/> <input type="text"/>	<b>Weight of goods lost/damaged</b> <input type="text"/>
<b>Broker's contact name</b> <input type="text"/>	<b>Contractual conditions</b> <input type="text"/> <input type="text"/> <input type="text"/>

**Included everything?**  
Your claim documents checklist:

<input type="checkbox"/> <b>Statement of Claim</b> (Details of the claim being made against you - value and description of goods lost or damaged)	<b>Was the load sub-contracted?</b> If so, please provide:
<input type="checkbox"/> <b>Collection Note</b> (Evidence of the condition and quantity of goods received in your custody)	<input type="checkbox"/> <b>Name, telephone number and address of sub-contractor</b>
<input type="checkbox"/> <b>Delivery Receipt</b> (Evidence of the condition and quantity of goods delivered to the customer)	<input type="checkbox"/> <b>Copies of correspondence holding them responsible</b>
<input type="checkbox"/> <b>Commercial Invoice and Packing List</b> (Evidence of the value and quantity of the goods at the time of the loss)	<input type="checkbox"/> <b>Freight invoice detailing your charges for the movement and/or storage of the goods</b>
<input type="checkbox"/> <b>Correspondence</b> (Copies of correspondence holding you responsible)	<b>Is the claim for theft?</b> If so, please provide:
	<input type="checkbox"/> <b>Signed Statement from Driver</b>
	<input type="checkbox"/> <b>Crime Reference Number</b>
	<input type="checkbox"/> <b>Police Office Details</b>

Please send back completed form to: 4th Floor, The Observatory, Chapel Walks, Manchester, M2 1HL.

**Telephone: 0345 030 7366**

**Email: [marine.claims@aviva.com](mailto:marine.claims@aviva.com)**

## How and why we use your information

We (Aviva), and our third parties, collect and use information (including data about health and unspent offences or criminal convictions) about you and, if relevant, somebody else covered under your policy and your vehicle(s), business and property.

We do this so we can:

- verify your identity and help prevent fraud
- calculate our risk to insure you
- calculate your price
- set up, assess and maintain your insurance contract with us
- renew and make changes to your cover
- process claims
- carry out marketing, profiling and analytics

We share information within the Aviva Group, our reinsurers (our own insurers) and specific other organisations for these purposes.

The information comes from:

- what you've already told us
- data we already hold about you (including from other quotes and policies with us)
- publicly available sources
- other organisations we trust
- data about your device, general location and how you interact with our website

## We use automated processes to make decisions

This means our software decides whether we can insure you and on what terms, deal with claims and carry out fraud checks. For more information, see the Privacy Notice for this policy.

## You have rights about your information

For more about your rights and how and why we use your data, see the Privacy Notice for this policy. There's more detail in our Privacy Policy at [www.aviva.co.uk/privacypolicy](http://www.aviva.co.uk/privacypolicy) or you can request a copy by writing to us at Aviva, Freepost, Mailing Exclusion Team, Unit 5, Wanlip Road Ind Est, Syston, Leicester, LE7 1PD

## Declaration

I/we declare the above information given is, to the best of my/our knowledge and belief correct and complete.

Signed

Date

## Fraud Prevention and Detection

In order to prevent and detect fraud we may at any time:

- Share information about you with other organisations and public bodies including the Police;
- Undertake credit searches and additional fraud searches;
- Check and/or file your details with fraud prevention agencies and databases, and if you give us false or inaccurate information and we suspect fraud, we will record this to prevent fraud and money laundering.

We can supply on request further details of the agencies and databases we access or contribute to and how this information may be used. If you require further details please contact us at:

Policy Investigation Unit, Aviva, PO Box 121, Surrey Street, Norwich, NR1 3ZH, Telephone: 0345 300 0597. Email [PIUUKDI@AVIVA.COM](mailto:PIUUKDI@AVIVA.COM)

We and other organisations may also search these agencies and databases to:

- Help make decisions about the provision and administration of insurance, credit and related services for you and members of your household;
- Trace debtors or beneficiaries, recover debt, prevent fraud and to manage your accounts or insurance policies;
- Check your identity to prevent money laundering, unless you provide us with other satisfactory proof of identity;
- Check details of job applicants and employees.

## Claims History

- Under the conditions of your policy you must tell us about any insurance related incidents (such as theft, wet damage or non-delivery) whether or not they give rise to a claim. When you tell us about an incident we will pass information relating to it to a database.
- We may search these databases when you apply for insurance, in the event of any incident or claim, or at time of renewal to validate your claims history or that of any other person or property likely to be involved in the policy or claim.

In assessing any claims made, the insurer or its agents may undertake checks against publicly available information such as electoral roll, county court judgments, bankruptcy orders or repossessions. Information may also be shared with other insurers either directly or via those acting for the insurer (such as loss adjusters or investigators).

You should show these notices to anyone who has an interest in the insurance under the policy.

## Telephone Call Charges and Recording

Calls to 0800 numbers from UK landlines and mobiles are free. The cost of calls to 03 prefixed numbers are charged at national call rates (charges may vary dependent on your network provider) and are usually included in inclusive minute plans from landlines and mobiles. For our joint protection telephone calls may be recorded and/or monitored.

**Issued for use by insurance intermediaries only. This information has not been approved for use with customers**

Risks situated within the UK and other countries excluding the EEA are underwritten by Aviva Insurance Limited. Registered in Scotland, No. 2116. Registered Office: Pitheavlis, Perth PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority and our firm's reference number is 202153.

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