

General Claims Procedure

All insurance contracts are based on the information provided by the insured in the proposal form. The proposal form forms the basis of insurance contracts.

Some important points, which would help you in the claims procedure.

- The loss or damage should be reported to the insurer immediately.
- On receipt of claim intimation, the insurer will forward a claim form.
- Submit the completed claim form along with an estimate of the loss to the insurer. It is preferable to submit an itemized estimate with separate values.
- The insurer will arrange for inspection of the damaged items to assess the loss. In case of major losses, a specialist-licensed surveyor is deputed.
- The insured has to provide the required documents to substantiate the extent of loss.
- In case the cause of loss is not established, it is for the insured to prove that the loss or damage has occurred due to an insured peril.
- On agreement of claim amount between the insured and the insurer, the claim is settled.
- Excess as stated as per the Policy terms and condition will be deducted from the claim payable.

In view of varied nature of policies, certain points distinct to individual policies, in addition to the above, are listed below: (Please note that the documents mentioned are indicative and based on the circumstances of the claim, insurer may request for additional documents)

Marine Transit Loss

- Original Invoice & packing List - if forming part of Invoice
- In case any damage is suspected in transit, open delivery should be insisted upon the carrier and their certificate should be obtained.
- Original Lorry receipt (LR)/ Bill of Lading (BL)- Qualified with remarks for the Quantity damaged or lost in the transit.
- In case of Declaration Policy - The consignment should be declared and the within the limit of balance Sum insured.
- In case of loss/damage in transit, a monetary claim should be lodged with the carrier within the time limit to protect recovery rights.
- Damage / Shortage Certificate from the carrier.
- A surveyor (mutually agreed by the Insurer) must be appointed to determine the nature, cause and extent of loss/damage