

## Claims Procedures

### **PURPOSE:**

This document provides the normal procedures for filing of loss/damage claims relating to vessel, cargo or equipment.

### **PROCEDURES:**

#### **A. Report on Claims**

- Claim cases should be reported in written format with address to:

Email: [HIT-Insurance@hit.com.hk](mailto:HIT-Insurance@hit.com.hk)

Fax: (852) 2619 7380

Address: Insurance Department, 5/F., Tower 3,  
Hongkong International Terminals, Terminal 4,  
Container Port Road South, Kwai Chung, Hong Kong

- To facilitate the investigation process, the following supporting documents are required :
  - EIR or damage report;
  - Original photos showing the damage;
  - Additional Information:
    - a. Vessel damage – repair estimate and supporting invoice or a breakdown of repair cost if the repair work was done by ship crew;
    - b. Container damage – repair estimate and supporting invoice;
    - c. Cargo damage/loss – commercial invoice to substantiate the cargo value; packing list to show the nature and number of packing as well as cargo weight; bill of lading (front & back pages); cargo survey report; ship's bay plan and police report in case of suspected theft of cargo.
- The claims shall be filed as soon as possible after the incident. It may be rejected due to the time limit stipulated in the commercial terms and conditions.

#### **B. Claims Handling**

- All claims properly filed to Insurance Department will be acknowledged within 2 working days by fax or email;
- Formal reply will be made within 1 month from the date of acknowledgement.

#### **C. Enquiries**

- For enquiry, please call our hotline at (852)2619-6188 for assistance.

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