

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

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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