

## TG INTERNATIONAL WORLDWIDE INSURANCE PROGRAMS

### INSTRUCTIONS FOR PREPARATION OF LOSS/DAMAGE CLAIM

(This form is provided for your convenience.)

The following suggestions are intended to assist in the proper completion of the Presentation of Loss/Damage Claim Form:

1. No claim will be considered properly presented until the company has received the completed claim, signed by the claimant, accompanied by the required documents and indicating a demand for a specific amount of money.
2. Prepare the claim in duplicate; retain one copy for your records.
3. Note the following details of claim (use of these will facilitate handling):
  - a. **Inventory Number:** Whenever possible indicate the corresponding "number" shown on mover's inventory. On packed items, indicate the container number.
  - b. **Item Description:** Describe each item for which the claim is being made. If missing items are claimed, identify as accurately and completely as possible.
  - c. **Loss/Damage Description:** Indicate type, severity and location of damage on each article.
  - d. **Age of Item**

<b>Date Acquired</b>	<i>Complete entries in these columns</i>
<b>Replacement Price</b>	<i>as accurately as possible.</i>
  - e. **Amount Claimed:** If claim is for damage enter only the cost of repairing, if known. If claim is for loss, enter replacement cost of missing items.
4. On claims for damages to household goods items, WE REQUIRE ESTIMATES FOR THE REPAIR OF THE ITEMS DAMAGED. Whenever possible repair estimates should be made by an appliance/furniture repair firm and on their letterhead.
5. Surveys are required on all claims exceeding \$1500.00 U.S. in damages. However, surveys ARE NOT AUTHORIZED on claims under \$1500.00 U.S.
6. DOCUMENTS REQUIRED TO SUPPORT A CLAIM: Please check off documents attached to your Claim Presentation Form when submitted to TG International Insurance Brokerage, Inc.
  - Signed claim
  - Origin movers descriptive inventory
  - Valued inventory (if applicable)
  - Ocean Bill of Lading or Air Way Bill (as applicable)
  - Destination movers delivery inventory
  - Delivery exception list (written notations of damage/loss made at time of delivery countersigned by delivery carrier)
  - Survey report (if applicable)
  - Written repair estimates (if applicable)

#### SPECIAL NOTES:

- A. Only fully substantiated claims can be honored and processed. Although TG International Insurance Brokerage, Inc., may advise where and how documents may be obtained, it still remains the claimant's responsibility to provide all required documents necessary to support a claim.
- B. DO NOT DELAY your claim submission pending your receipt of repair estimates or other supporting documents. If all required listed documents are not immediately available, they may be subsequently submitted.
- C. All claims must be submitted directly to TG International Insurance Brokerage, Inc.
- D. All claims must be submitted in the English language.
- E. Claims are normally settled within 7 days of receipt if all requested documentation accompanies the claim.

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