

CLAIM REPORT FORM

Goods in Transit

Important Information

- The provision of this form by AIG is not an admission of liability or acceptance by AIG of your claim.
1. The Privacy Consent must be completed for all claims.
 2. To avoid delay in processing your claim please ensure all sections are completed and necessary documentation specified in the section relevant to your claim is sent with this claim form.

Section I. Claim Details

(a) Policyholder's Name:			
Policy No.:			Claim No.:
Policyholder's Address:			
(b) Consignor's Name:			
Consignor's Address:			
(c) Consignee's Name:			
Consignee's Address:			
(d) Invoice and Consignment Note No.:		Inv:	C/Note:
(e) Date goods shipped of B/L date:		Arrival date:	
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(f) Goods shipped from to:			
(g) Name of carrier (Name of Vessel):			
(h) Description of goods:			
(i) Circumstances of loss:			
(j) Invoice value of goods:		\$ (Please supply copy invoice if not previously supplied)	
(k) Amount of claim:		\$	

(l) Was the damage detected before the goods left the wharf?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If 'Yes', was the delivery docket noted to this effect?	
(m) Where can the goods be inspected?	
(n) If saleable in present condition, estimated sale value:	\$
(o) Are any part of the goods insured elsewhere by yourself or the carrier?	<input type="checkbox"/> Yes <input type="checkbox"/> No
(p) Name of other Insurer:	

Section II. Privacy Notice

AIG collects personal information from you, your agents and people involved in this claim to assist in investigating or processing the claim, improve customer service and products and carry out research and analysis, including data analytics. This may include third parties claiming under the policy, witnesses and medical practitioners. Please note that we will only request for and rely on information that is relevant in assisting us to process your claim. However, failure to disclose information required may result in AIG not being able to administer or declining the claim.

AIG may disclose your information to:

- your or our agents, AIG related entities, reinsurers, contractors or third party providers providing services related to the administration of the claim;
- assessors, third party administrators, emergency providers, retailers, medical providers or travel carriers, or any third parties or insurer from whom AIG seeks recovery related to the claim;
- entities to which AIG is related and third party providers for data analytics functions; and
- government, law enforcement, dispute resolution, statutory or regulatory bodies, or as required by law.

Some of these entities may be located overseas, including in a country in which you have a claim and such other countries as may be notified in our Privacy Policy from time to time.

Where we transfer information to another country, we will take steps to ensure that your Personal Information is adequately protected and transferred in accordance with the requirements of data protection law.

Our Privacy Policy www.aig.com.au/privacy-policy is available at www.aig.com.au or by contacting us on 1300 030 886 and contains information about how you may access and correct your personal information, how to complain about a breach of the applicable privacy principles and how AIG will deal with such a complaint.

Section III. Consent

I consent to AIG collecting, using and disclosing personal information as set out in this notice. If I have provided or will provide information to AIG about any other individuals, I confirm that I am authorised to disclose his or her personal information to AIG and also to give this consent on both my and their behalf.

Signature:									
Date:	<table border="1" style="display: inline-table; text-align: center; width: 150px;"> <tr> <td>D</td><td>D</td><td>M</td><td>M</td><td>Y</td><td>Y</td><td>Y</td><td>Y</td> </tr> </table>	D	D	M	M	Y	Y	Y	Y
D	D	M	M	Y	Y	Y	Y		
Phone No.:									

Section IV. Supporting Documents Required

The following documents will be required in due course:

Quotation for repairs, Copy of Claim on ship or carrier, Original ship's or carrier's reply, Copy of Bill of Lading or Consignment Note, Copy of commercial Invoice, your Invoice/Debit Note for the Loss when repair are completed.

Please submit your claim form and supporting documents to:

Email: australia.marineclm@aig.com

Telephone: 1300 030 886

AIG Claims Dept.

GPO Box 4363, Melbourne, VIC 3001

AIG recognises that some customers require additional support when dealing with us. AIG has a range of inclusive support initiatives to assist customers with specific needs. If you have a physical or mental illness, financial challenges, difficulty understanding or reading English we can help. Please visit <https://www.aig.com.au/customer-care> for more information on how we can assist you. Alternatively, you can speak to our Customer Care team by calling 1300 295 016 or email us at aucustomer@care@aig.com

PLEASE KEEP A PHOTOCOPY OF ALL DOCUMENTATION YOU SEND TO US FOR YOUR OWN RECORD



American International Group, Inc. (AIG) is a leading global insurance organisation. AIG member companies provide insurance solutions that help businesses and individuals in approximately 70 countries and jurisdictions protect their assets and manage risks. AIG common stock is listed on the New York Stock Exchange.

All products and services are written or provided by subsidiaries or affiliates of American International Group, Inc. Coverage is subject to the insurance contract and actual policy language. Non-insurance products and services may be provided by independent third parties.

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AUMRGTCFBR202409



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