

INSTRUCTIONS IN CASE OF CLAIM:

In the event of loss or damage, the assured must without delay - directly or through the broker - inform AMICA NV (office tel. +32 32 31 62 62 / claims.admin@amica.be and/or h.vermeulen@amica.be and/or mobile +32 471 601 966) and act as if there was no insurance in place while preserving any rights of recovery against any possible responsible third party and should furthermore observe the following instructions:

- A. If damage or shortage is apparent.
1. The assured must, before taking delivery of the goods (/ before signing the transport documents):
 - i) insert on the transport documents a precise description of the condition of the goods, the damage or shortage (in the event of theft the description must state whether the packaging showed external traces of having been broken or tampered with) and a remark that the assured expressly reserves all its rights in connection with the damage or shortage; and
 - ii) have the last carrier or his representative countersign the transport documents.
 2. The reservations and other remarks that have been inserted in the transport documents, will have to be confirmed to the last carrier or any other liable third party by means of a registered letter which should be sent as soon as possible and in any case within 3 days of receipt of the goods for marine transport and within 7 days for non-marine transport.
This letter must in any case indicate that the last carrier is:
 - i) held liable for the damage or shortage; and
 - ii) invited to be present at a joint survey (day and hour to be agreed), it being understood that his absence will be considered as confirmation of the results of the unilateral survey (AMICA will arrange for the survey and contact the last carrier in order to arrange for a time and date).
- B. If damage or shortage is not apparent.
A registered letter must be sent to the last carrier or any other liable third party, immediately when the damage/shortage has been discovered, indicating the damage or shortage and indicating that the last last carrier is:
 - i) held liable for the damage or shortage; and
 - ii) invited to be present at a joint survey (day and hour to be agreed), it being understood that his absence will be considered as confirmation of the results of the unilateral survey (AMICA will arrange for the survey and contact the last carrier in order to arrange for a time and date).
- C. In case of General Average.
Any General Average documents, bonds or agreements that the assured might be requested to sign should include the remark "under reserve of all our rights and with leave to appeal".
- D. Introduction of a claim file.
In order to facilitate an efficient settling of any of the assured's claims, the assured is to provide AMICA with a complete file which must in any case include the following information/documentation:
 1. a copy of the original insurance certificate;
 2. a copy of the invoice for the relevant goods;
 3. a copy of the transport document or the note of discharge (discharge receipts, delivery orders, et cetera);
 4. a copy of the registered letter sent to the last carrier or any other liable third party and its reply (if any); and
 5. all other relevant documents/information such as, correspondence, custom documents, Material Safety Data Sheet (if available), et cetera.

Failure to comply with this instruction may prejudice the assured's claim under the insurance.