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| **Working Target & Actions for Cargo Insurer** | |
| 1. | To check the vessel name, our Insured(s) and marine insurance policy / to contact each cargo-owner/consignee immediately |
| 2. | To appoint the qualified Cargo Surveyor to conduct the damaged cargo survey, to fix the date of survey |
| 3. | To appoint an international GA representative for cargo side who will handle the negotiation and discussion with/against the ship owner’s representatives ( GA adjuster / GA Surveyor etc. ) / P&I Club and their representatives. This GA representative will provide the good and professional recommendation how to deal with the parties concerned, to the cargo insurer |
| 4. | To prepare the GA documentation; GA Securities : Average Bond signed by cargo-owner / Invoice signed by cargo-owner / Average Bond signed by cargo insurer and if is requested a Salvage Security or Guarantee signed by cargo insurer, Letter of Indemnity signed by cargo-owner for cargo insurer |
| 5. | To set up the adequate estimated claim amount + expenditures. In practice, the proper estimated claim amount should be a) Particular Average claim + b) GA contrition + c) survey fee + d) Fee for GA Representative + e) other expenses ( lawyer’s fee, advisors etc. ) = Total Loss Reserve under one policy |
| 6. | To expedite the fastest claim settlement for particular average claim to the cargo-owner as consignee |
| 7. | To maximize the salvage proceeds to reduce the loss |
| 8. | If the subrogation claim is necessary to file any claim against the ship-owner ! To find the recovery agent ! |

**1) To check the vessel name and our Insured(s) / to contact each cargo-**

**owner / consignee immediately**

To explain the GA Securities handling procedure to cargo-owner.

To obtain all shipping documents ( insurance policy, invoice, packing list and bill of lading).

To obtain any announcement / notification letter from the ship-owner to the cargo-owner.

To obtain the **Letter of Indemnity** signed by cargo-owner addressed to the cargo insurer **before providing them** with Average Guarantee signed by cargo insurer.

To ask about the special-care goods and DG or dangerous goods, to push the quick Customs clearance for the short shelf-life goods.

*Who signs the security documents?*

*Average Bond (Form A) – In cases where this is required, this should be completed and signed by cargo owners.*

*Average Guarantee (Form B) – In cases where this is required, this should be completed and signed by Insurers of the cargo.*

*Salvage Security - In cases where this is required, this should be arranged by Cargo Insurers.*

*Average Guarantee signed by Cargo Insurer as unlimited, so cargo owner is needed to sign on ‘Letter of Indemnity’ accept to pay to cargo insurer if the cargo insurer has to pay GA contribution exceeding the Insured Value of cargoes.*

**2) To appoint the qualified Cargo Surveyor to conduct the damaged cargo**

**survey, to fix the date of survey**

To share the same types of documents to our Cargo Surveyor

To fix the Survey Date urgently

Surveyor trying to obtain more documents from ship-owner; stowage plan, statement of facts, log book etc.

Our cargo surveyor with close-communication with other GA surveyors for the joint-survey, documentary evidences and updated information

If it’s risky for aggravation of damage, to control and to recommend how to

To hold the transparent bidding procedure. Serious warning not to sell some specific deteriorated goods ( fertilizer under the Fertilizer Act )

To conclude the survey soonest and quick full & final claim payment.

**3) To appoint an international GA representative for cargo side**

**Professional, international and GA qualified companies with expertise :**

***1. W.E. Cox & Co. (Recoveries) Limited 2. Dolphin Claims Services 3. WK Webster 4. Clyde & Co or 5. Other***

Tasks : Claims Settling / Maritime Law / Arrest the Ship / Recovery / Casualty (General Average / Salvage) / Insurance Enquiries / Charter Party Disputes / Sale Contract Disputes / Arbitration / Litigation Assistance / Maritime fraud investigations / Survey & Technical Advice

**4) To prepare General Average documentation, GA Securities**

GA Securities:

* Average Bond signed by cargo-owner
* Invoice signed by cargo-owner
* Average Guarantee signed by cargo insurer
* and if is requested a Salvage Security or Guarantee signed by cargo insurer

Note :

Some insurance companies, the Cargo Insurer will probably request for “Letter of Indemnity ” to be signed by cargo-owner, giving to the cargo insurer in exchange with the Average Guarantee signed by cargo insurer

Normally, one set of shipping documents ( insurance policy, invoice, packing list and bill of lading) are submitted to the ship-owner ( their representative )

**5) To set up the adequate estimated claim amount + expenditures**

In usual practice, the proper estimated claim amount should be set up or promptly registered:

1. Particular Average claim ( estimation of claim payable amount )
2. Plus: GA contribution ( estimation from % of deposit, against CFR invoice value )
3. Plus: survey fee
4. Plus: fee for GA Representative
5. Plus: other expenses ( lawyer’s fee, advisors etc. )
6. Total Amount of Loss Reserve under one policy at the time of claim register5) To set up the adequate estimated claim amount + expenditures

**6) To expedite the fastest claim settlement for particular average claim**

Quick claim settlement, the lesser extents or low severity of claim.

**7) To control and to maximize the salvage proceeds**

To ensure the damaged condition of insured goods, still be As-It-Is condition. No aggravation of rust or damage can be expected. Efficient salvage handling.

**8) If the subrogation claim recovery is necessary**

To find the Claim Recovery Agent to assist the Cargo Insurer to file the recovery against the liable parties and /or the carriers