



Your belief, our responsibility

**CAMBODIA-VIETNAM INSURANCE COMPANY PLC.**  
 Nor. 99, Norodom Blvd., Sangkat Beoung Raing,  
 Khan Daun Penh, Phnom Penh, Cambodia  
 Tel: (855) 23 212 000 Email: info@cvi.com.kh  
 Fax: (855) 23 215 505 Website: www.cvi.com.kh

## MARINE CARGOS CLAIM PROCEDURE

OUR CLAIM PROCEDURE - EASY AS 1, 2, 3!

### Step 1

IN THE EVENT OF CLAIM, please follow the below:

Call for survey immediately and request the carrier or other bailees to attend the joint survey.	<ul style="list-style-type: none"> <li>▪ For local shipments, to immediately notify CVI.</li> </ul> <p style="margin-left: 20px;">Hotline : (855) 97 5 911 911 (855) 77 333 688</p> <p style="margin-left: 20px;">Office Tel : (855) 23 212 000</p> <p style="margin-left: 20px;">Fax no. : (855) 23 215 505</p> <p style="margin-left: 20px;">Email : claims@cvi.com.kh</p> <ul style="list-style-type: none"> <li>▪ For overseas shipments, to notify survey agent (as stated in the Policy Schedule).</li> </ul>
Inspect container for any holes.	Conduct a light leak test.
Clause the delivery note/ receipt/ order if the container is delivered: <ul style="list-style-type: none"> <li>▪ damaged</li> <li>▪ with seals broken/missing or</li> <li>▪ with seals other than the ones stated in the shipping documents.</li> </ul>	In cases of Full Container Load (FCL) shipments, if the cargo is found to be damaged upon unstuffing, the operation must be suspended immediately and notification must be given to the surveyor or CVI.
Do not give clean receipts where goods are in doubtful condition.	Except for cases where the letter of protest has been written.
Write to the relevant parties immediately holding them liable for the loss or damage sustained.	Relevant parties in clued and not limited to: Carriers, Port Authorities and/or other Bailees.
Give notice in writing to the carriers or other bailees within 3 days of the delivery of the cargo if the loss or damage was not apparent at the time of taking delivery.	Letter of Claim is herewith attached.

### Step 2

For the prompt claims process, please submit the following documentation (where applicable) with any delay:

- Duly Completed Claim Form
- Original Bill of Lading or Airway Bill (ocean, air, inland as supply shipment)
- Color Photos of packing and damaged cargo
- Letter of claim/protest against the carrier/agents
- Copy of correspondence exchanged with the carrier or other bailees
- Copy of supplier's Invoice
- Copy of Packing List
- Delivery Note/Receipt/Order
- Duly claused Delivery Note
- Carrier's Joint Survey Report
- Landing Certificates or Weight Notes
- Repair/Replacement Quotations
- Statement of claim
- Other documentary evidence of loss or damage, if any

***NOTE: You have a duty to take immediate action to mitigate loss by taking necessary measures to minimize and prevent further loss or damage. You must preserve any evidence of loss/damage for investigation purposes.***

**SEND ALL THE DOCUMENTATION REQUIRED TO OUR CLAIMS DEPARTMENT DIRECTLY TO:**



**CAMBODIA-VIETNAM INSURANCE COMPANY PLC.**

No. 99, Norodom Blvd., Sangkat Beoung Raing,  
Khan Daun Penh, Phnom Penh, Cambodia

**Step 3**

- In case of valid claim, the claim payment will be released within 14 business days from your approval confirmation on the Offer Letter issued by us. However, in the case of invalid claim, we shall send you a Repudiation Letter within 7 business days from the date of full completion of claims documents.
- In case of claims involving loss adjuster, the claim payment will be released within 30 business days from your approval confirmation on the Form of Acceptance issued by the loss adjuster.

**CONCLUSION**

We will take all reasonable steps to settle a valid claim promptly.

**FURTHER ENQUIRIES,  
PLEASE CONTACT OUR CLAIMS CARE SERVICE AT 097 5 911 911**