

ZURICH KOTAK GENERAL INSURANCE COMPANY (INDIA) LIMITED
FREIGHT FORWARDERS LIABILITY INSURANCE POLICY
CLAIM FORM

Notification of Loss or Damage

Without Prejudice - (The issuance/acceptance of this form is not to be taken as an Admission of Liability)

CLAIM NO: _____

(For Company Use)

As soon as loss or damage has become known, the company must be notified without delay. If any detail or information is not readily available, please do not delay dispatch of the form and such particulars may be sent later. This claim form is to be completed and signed by a Director, Partner or Principal of the Insured. Appointment of legal representatives should not occur without prior consent of Zurich Kotak General Insurance Company (India) Limited

A. Insured	
1. Full Name of Insured	
2. Policy Number & Certificate no.	
3. Registered address	
4. Concerned Person Name and telephone Number	
5. Period of Insurance	From: _____ To: _____

B. Details of Claimant/Assured	
1. Full Name of claimant or potential claimant	
2. Complete Address of Claimant	
3. Telephone Number & Email	

C. Details of Consignee	
4. Full Name of Consignee	
5. Complete Address of Consignee	
6. Telephone Number & Email	

D. Details of Consignor	
7. Full Name of Consignor	
8. Complete Address of Consignor	
9. Telephone Number & Email	

E. Details of Voyage/Transit	
10. Port of Loading/Place of Dispatch	
11. Port of Unloading/Place of Unloading in case of inland transit	
12. Final Destination/Warehouse	
13. Type/Nature of goods under transit	
14. Bill of Lading no/Airway Bill no/Lorry Receipt no/ Railway receipt no. with date	
15. Name of vessel in case of sea voyage, voyage no & date	
16. If by Steamer/Air date of landing at port of unloading/discharge	
17. Date of clearance	
18. Reasons for delay in clearance if any	
19. Date of dispatch for final warehouse if the same happens to be different than	

Port/Airport of unloading or from Railway siding	
20. Mode of Conveyance	
21. Date of receipt of consignment at final destination	
22. Mode of conveyance to interior destination	
23. Date of receipt at interior destination	

F. Details of Loss/Claim	
1. Place date and time when loss occurred	
2. Date of receiving notice of claim	
3. What is the precise nature of the claim Details of goods as well as the purpose & Observations in transit (Can be provided as an annexure to the claim form)	
4. On which date did you first become aware of the claim or the circumstances leading to a claim. If received by you in writing, please provide a copy of the correspondence, If oral, please give a first person account of the conversation	
5. Please attach all relevant documents including copy of the letter/form signed by the Relevant party in acceptance of the Conditions of transit	
6. What amount is being claimed / Please provide breakup, if available	
7. Is the transit in full accordance with the regulators/ applicable laws /governments bodies /guidelines	
8. Are there any other details that you might wish to share with Zurich Kotak General Insurance Company (India) Ltd or which could be of interest so that we might have a better understanding of the circumstances leading to the claim. Please provide documents, if any.	
9. As of now, have you engaged any legal representative to act for you. If so, please provide name, firm, address and charge out rates	
10. Give details of other insurances, if any, that may cover the current loss.	

11. Give details of all previous claims under the policy or a similar policy	
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I/We hereby agree, affirm and declare that:

- a. The statements/information given/stated by me/us in this claim form are true, correct and complete.
- b. The details of all persons having an interest in the property in respect of which the claim is being made are provided as per the proposal form or by way of an endorsement in the policy. Furthermore, save and except as provided or disclosed in this claim form, no claim made hereunder (or the same/similar claim) has been made or lodged with any other insurance company.
- c. No material information which is relevant to the processing of the claim or which in any manner has a bearing on the claim has been withheld or not disclosed.
- d. If I/we have given/made any false or fraudulent statement/information, or suppressed or concealed or in any manner failed to disclose material information, the policy shall be void and that I/We shall not be entitled to all/any rights to recover thereunder in respect of any or all claims, past, present or future.
- e. The receipt of this claim form/other supporting/related documents does not constitute or be deemed to constitute an agreement by the Company of the claim and the Company, without prejudice, reserves the right to process or reject or require further/additional information in respect of the claim.

Place:

Date:

Signature and Stamp of the Insured/ Claimant

Direct Fund Transfer / EFT mandate Form

A) Would you like to continue with the NEFT details provided in the proposal form for Claim payment? Yes No

B) If No, Kindly provide the below mentioned details

- Payee name (as per bank records).....
- Payee account no
- Type of account : Saving Current Others
- Name of the bank.....
- Branch Name.....
- Address of the bank:
- IFSC Code of the bank.....
- MICR code of the Bank.....
- PAN of the payee:

Please attach an **Original Blank Cancelled Cheque** signed by the payee. (Mandatory)

Please attach a **PAN Card** copy of Payee (mandatory)

Terms and Conditions for Payments through RTGS / NEFT

1. The details provided by the Customers in the Mandate Form shall be considered as final and Zurich Kotak General Insurance Company (India) Limited. shall not be responsible for cross verification of any of the details provided therein.
2. The RTGS / NEFT facility shall be effective for the respective Customer(s) within 15 days of the receipt of the Mandate Form by Zurich Kotak General Insurance Company (India) Limited. and/ or within such period as may be reasonably required by Zurich Kotak General Insurance Company (India) Limited to activate the RTGS/ NEFT facility.
3. The Customer agrees that under the RTGS/ NEFT facility, there may be a risk of non-payment in the Account of Customer on the day of the credit of Payments due to change in the applicable regulations pertaining to RTGS/ NEFT facility or due to any other reasons without any fault/inaction/failure on part - Zurich Kotak General Insurance Company (India) Limited or any factor beyond the control of Zurich Kotak General Insurance Company (India) Limited.

4. The Customer agrees to indemnify, without delay or demur, Zurich Kotak General Insurance Company (India) Limited. and its agents and keep - Zurich Kotak General Insurance Company (India) Limited. and its agent indemnified harmless at all times from and against any and all claims, damages, losses, costs, and expenses (including attorney's fees) which Zurich Kotak General Insurance Company (India) Limited. may suffer or incur, directly or indirectly, arising from or in connection with, amongst other things, either of the aforesaid reasons stated in above clauses.
5. Zurich Kotak General Insurance Company (India) Limited. may sub-contract and employ agents to carry out any of its obligations under the RTGS/ NEFT facility. The Customer may discontinue or terminate the use of RTGS / NEFT facility by giving a minimum of 15 days prior written notice to Zurich Kotak General Insurance Company (India) Limited. The date of notice for - Zurich Kotak General Insurance Company (India) Limited. will be the date of receipt of such notice by Zurich Kotak General Insurance Company (India) Limited. .The notice of such termination should be given to Zurich Kotak General Insurance Company (India) Limited. only at its corporate address and be addressed at Zurich Kotak General Insurance Company (India), 401, 4th Floor, Silver Metropolis, Jai Coach Compound, Off Western Express Highway, Goregaon (East), Mumbai- 400063
6. A confirmation of the receipt of termination notice given by the Customer will be acknowledged through a confirmation letter by - Zurich Kotak General Insurance Company (India) Limited. In no case can the Customer construe his termination notice as effective unless a confirmation has been provided by - Zurich Kotak General Insurance Company (India) Limited to the Customer stating the date of receipt of such communication by the Customer.
7. The Customer agrees that transaction(s) through RTGS/ NEFT facility may attract inward RTGS/ NEFT charges, which if levied by the Customer's bank, shall be borne by the Customer
8. Zurich Kotak General Insurance Company (India) Limited has the absolute discretion to amend or supplement any Terms and Conditions stated herein at any time and will endeavour to give prior notice of Ten days for such changes wherever feasible for the terms and conditions to be applicable. By using the new services, or at the completion of such period, whichever is earlier, the Customer shall be deemed to have accepted the changed terms and conditions.
9. Submission of documents or bank details or any other information does not in any way, shape or form, imply or express or suggest admission of liability by the company.
10. Notices under these terms and conditions may be given in writing by delivering them by hand or e-mail or on - Zurich Kotak General Insurance Company (India) Limited. Website www.zurichkotak.com or by sending them by post to the last address of the Customer.
11. These terms and conditions will be governed by the laws of India and any legal action or proceedings arising out of these Terms and Conditions shall be initiated in the courts or tribunals in India.
12. I / We further undertake to refund any excess amount whether demanded by - Zurich Kotak General Insurance Company (India) Limited. or not, which has been credited in excess to my account at any time due to any reason within 7 days of such receipt of such communication from the Company of such excess credit or such information of excess credit coming to the knowledge of the Customer through any other source.

I/ We agree that my/our claim payment will be credited from the date Zurich Kotak General Insurance Company (India) Limited. gets confirmation from its bankers, this facility will continue unless it is revoked by any party and any issuance of relevant credit instruction from Zurich Kotak General Insurance Company (India) Limited. to its bankers will be valid till such instruction is complete irrespective of the fact that the notice period has expired provided such a credit request has been made by - Zurich Kotak General Insurance Company (India) Limited.. before the expiry of the notice period of the customer

Signature of the Account Holder