



## PART TWO - USE IN CASE OF CLAIM

### CLAIM INSTRUCTIONS

#### TAKE ACTION IMMEDIATELY

1. Should the goods show signs of having been damaged or you have not been able to inspect them, the consigner's receipt/delivery note indicating "WITH RESERVE" must be immediately signed.
  2. Then assess your losses/damages (roughly). Note that claim up to USD 2,000 for damage or non delivery, shall be settled without survey requirements but on production of the document of transit (Bill of Lading, Airway Bill, Land carrier's Waybill, packing list, delivery note). A copy of the claim filed against the consigner of the shipment and reply if available, photographs, an estimate/receipt for the repair costs (or statement of not repairability on letterhead) and a declaration of the forwarding agents or, in its absence, a declaration from the local UNDP Resident Representative or FAO Representative in support of the claim.
  3. Claim from USD 2,000 for damages or non delivery and above shall be settled on production of the same documents as above, plus a survey report by the nearest Average Agents of the Insurers or the nearest Lloyd's Agent, appointed and paid by you, or in their absence a declaration of the local public authority. The Surveyor's bill will be refunded to you at the same time of the claim settlement. For assistance you may contact De Besi-Di Giacomo at e-mail address: **generali-marine-insurance@fao.org**
  4. The time limit for the notification of a claim to the Insurer is established at six months from delivery date.
- **Complete your claim form in every detail - it will speed up reimbursement.**

**Particulars of claim:** Describe items lost/damaged using same wording and refer to numbering used in the inventory list.

**Claim letter to the consigner of the shipment:** Your action is required to send original of attached form letter to the nearest identifiable party who may be at fault and attach copy to this statement. It is required by the Insurers the subrogation of your rights in respect of any party (packer, shipper, airline) who may be responsible for the damage/loss.

Attach all documentation to the claim: original copy of the bill of Lading/Air Waybill, packing list, delivery note, photographs, estimates/receipts and any relevant correspondence.

**Claims to be submitted to De Besi - Di Giacomo c/o FAO - Via delle Terme di Caracalla - 00153 Rome - Italy for the claim handling.**

## **DEUXIEME PARTIE - A UTILISER EN CAS DE RECLAMATION**

### **INSTRUCTIONS**

#### **FAIRE LA RECLAMATION IMMEDIATEMENT**

- Si vos effets ont été endommagés ou dans l'impossibilité à de contrôler, signez seulement le reçu du transporteur "sous réserve".
- Calculez ensuite vos pertes/dommages approximativement. Notez que pour les demandes de remboursement jusqu'à USD 2,000 pour les dommages et USD 2,000 pour les pertes, aucune expertise n'est nécessaire, mais seulement la présentation du document de transit (connaissance lettre de voiture terrestre), une copie de la réclamation contre le transporteur et sa réponse, si disponible, une évaluation ou reçu du coût de réparations et une déclaration de l'expéditionnaire ou, à défaut, une déclaration du Représentant Résident du PNUD (Programme des Nations Unies pour le Développement) ou du Représentant local de la FAO pour appuyer la réclamation.  
Pour les demandes de remboursement supérieures à USD 2,000 pour dommages et USD 2,000 pour pertes, on devra présenter les mêmes documents mentionnés ci-dessus plus un rapport d'expertise de l'assureur ou du Commissaire d'Avaries d'un Agent de Lloyd les plus proche, nommé et payé par l'intéressé ou, à défaut d'une déclaration de l'autorité publique locale.  
Les frais d'expertise seront remboursés au moment du règlement de l'affaire.
- Le délai pour la notification de la demande, est de 6 mois.
- Completez votre demande dans tous les détails. Cela permettra d'accélérer le remboursement.
- Lettre de réclamation à la partie responsable. Envoyer l'original du spécimen de lettre ci-joint à la partie responsable, en annexant une copie à ce certificat. Cette lettre est nécessaire pour la subrogation de vos droits par l'assureur en regard des parties qui peuvent être responsables des dommages ou des pertes (emballeurs, transporteurs, compagnies de navigation ou aériennes).
- Détails de la réclamation. Décrire les dommages et les pertes en utilisant les mêmes termes et en suivant l'énumération de la liste d'inventaire. Les assureurs pourront vérifier facilement.
- Annexer tous les documents. L'original du connaissance, les lettres de voiture, la correspondance, le reçu des réparations, les évaluations, etc. Ils sont nécessaires pour la résolution de l'affaire.
- Les demandes doivent être envoyées à: De Besi - Di Giacomo c/o FAO - Via delle Terme di Caracalla - 00153 Rome - Italy.  
On procédera au règlement de la réclamation, selon les conditions et les termes de la police.

## **SEGUNDA PARTE - A UTILIZAR EN CASO DE RECLAMO**

### **INSTRUCCIONES**

#### **DE APLICACION IMMEDIATA**

- Si la mercancía ha sido dañada o no ha sido controlada, firmar el recibo de entrega "con reserva".
- Calcular aproximadamente las pérdidas daños. Notar que las demandas de reembolso hasta USD 2,000, en caso de daños o falta de entrega respectivamente, no necesitan de una pericia sino del documento de tránsito (conocimiento de embarque, conocimiento de transporte por avión o por carretera), de una copia del reclamo contra el transportista y posiblemente su respuesta, de una estimación o recibo de los costes de reparación, de una declaración del comisionista o a falta de esto, una declaración de Representante Residente del PNUD (Programa de Desarrollo de las Naciones Unidas) o del Representante local de la FAO, que avale el reclamo. Las demandas de reembolso superiores a USD 2,000 en caso de daños o falta de entrega respectivamente, deben ser presentadas anexando los mismos documentos arriba mencionados, pero añadiendo una valoración del Comisario de averías del asegurador o de un Agente Lloyd, nombrado y pagado por el interesado, o a falta de éstos, una declaración de la Autoridad pública local.  
Los costes ser...n, reembolsados en el momento de la resolución de la pendencia.
- El término para la notificación del reclamo al asegurador, es de 6 meses.
- Llenar detalladamente el formulario de reclamo. Esto permitirá acelerar el reembolso.
- Carta de reclamo a la parte responsable. Enviar a la supuesta parte responsable el original y anexar una copia a esta declaración. Los aseguradores necesitan de esta carta por la subrogación de vuestros derechos respecto a: embaladores, transportistas, compañías aéreas, etc., que pueden ser responsables de los daños y/o de los extravíos.
- Detalles del reclamo. Describir los daños o los extravíos de las mercancías utilizando los mismos términos y enumeración de la lista de inventario. Los aseguradores podrán controlar fácilmente.
- Anexar toda la documentación. El original de conocimiento de embarque, o del conocimiento de transporte por avión o por carretera, la correspondencia, los recibos de las reparaciones, las estimaciones. Estos serán utilizados en el procedimiento de resolución del reclamo.
- Los reclamos deberán presentarse a: De Besi - Di Giacomo c/o FAO - Via delle Terme di Caracalla - 00153 Rome - Italy.  
Se iniciará el procedimiento de resolución de la pendencia conforme a las condiciones de la póliza.



This form is under conditions laid down in the contract between  
FAO of the United Nations and ASSICURAZIONI GENERALI S.p.A.

**WORLD WIDE ALL RISKS TRANSIT INSURANCE**

effected for Staff Members of  
**THE FOOD AND AGRICULTURE ORGANIZATION OF THE UNITED NATIONS**

**STATEMENT AND PARTICULARS OF CLAIM**

This Form is to be used as notification of loss or damage but is in no way an admission of a Claim. It should be completed as fully and accurately as possible and despatched immediately.

1 NAME OF INSURED (in full).....

ADDRESS.....

2 DATE AND PLACE OF LOSS OR DAMAGE .....

3 STATE, TO THE BEST OF YOUR KNOWLEDGE, CIRCUMSTANCES IN WHICH LOSS OR DAMAGE OCCURRED, AND CONDITIONS OF GOODS AT THE TIME OF DELIVERY:

.....  
.....  
.....

INSURER'S COPY

4 Is there any other Insurance in force upon the Property lost or damaged?  
 NO  YES Quote name of Insurer, policy number and other details

5 Were effects professionally packed?  
 YES Provide packer's name and address  NO State reason why

6 IN THE EVENT EFFECTS WERE STORED, indicate name of firm, periods and places

.....  
.....

*Questions below need not to be answered if the claim is in respect of damage*

7 At what place, date and time was the Property last seen by you?.....

8 To what Police or other Authority was notice given, with time and date?.....

9 What other steps have been taken to recover the property?.....







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STAFF MEMBER'S COPY





**FORM LETTER - Claim to "Guilty" Party**

See Instructions regarding claim.

FROM: *(Name and address of staff member)*

DATE:

TO: *(Name and address of shipper or airline)*

Dear Sirs.

Shipping  
document No.

---

This is to advise you that my Household Goods and Personal Effects in transit

from ..... were received at

.....  
.....  
.....

on ..... *(date)*.

There is evidence of ..... *(indicate cause of Loss / Damage)*  
and in accordance with your conditions of carriage I hold your company responsible and shall look to you for reimbursement. Exact details of the claim are being prepared and will be forwarded shortly.

In the meanwhile your representative may inspect the damaged containers and effects at the receiving address.

Yours Sincerely

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