



WHAT TO DO IN THE EVENT OF A SENDINGS LOSS

- Immediately you are aware that an item has not been delivered, you should notify the carrier, in order that they may commence enquiries. If possible, this notification should be evidenced in writing.
- You should ensure that all rights of recovery against the carrier are pursued. This is a policy requirement. When the underwriter agrees a claims settlement, payment is made net of any policy deductible and any amount recoverable from the carrier. In practice, compensation received from the carrier will be only a very limited sum.

IMPORTANT NOTE: PHILATELIC/NUMISMATIC SENDINGS

Many carriers will not pay any compensation in respect of certain types of goods that are lost. Commonly, postage stamps are excluded in this way. Some carriers have an exclusion relating only to stamps that are still postally valid. It is important to specify that the items being carried are “stamps for collectors” and are not valid for postal use. Similar principles may apply to numismatic sendings.

- Where appropriate, the police should be notified of the loss.
- You should notify H W Wood Limited of any potential claim as soon as possible. Failure to notify any loss promptly could prejudice settlement of the claim. If your policy is due for renewal, the underwriter must be notified of any potential claim.

MAKING A CLAIM

H W Wood will send you a claim form, which should be completed as fully as possible and returned without delay. You should provide as much supporting documentation as possible. The actual documentation required will vary from case to case, however typically you should provide the following, if appropriate:

- ✓ A copy of your commercial invoice, if the item(s) had already been sold. If the items were on approval, a copy of the approval note should be included.
- ✓ Proof of sending. Depending on the nature of the sending, this could take the form of a certificate of postage or a consignment note.
- ✓ A letter from the intended recipient confirming that the consignment was not delivered to them.
- ✓ A copy of any correspondence sent to the carrier advising that the item has not arrived. If you complete one of the carrier’s enquiry/claim forms, a copy of this should also be provided.
- ✓ Correspondence from the carrier confirming receipt of your claim, and any subsequent correspondence advising the outcome of their enquires and giving details of any compensation payable.



You may be asked to provide other evidence to confirm the value of the sending. If underwriters request such evidence, H W Wood will provide guidance on a case by case basis.

LOSS ADJUSTERS/INVESTIGATORS

The majority of claims will be dealt with by correspondence. For some losses, which are generally the larger or more complex losses, the underwriter may choose to instruct a loss adjuster or investigator.

The adjuster's role is to obtain a detailed statement of the facts surrounding the loss. He will also review any documentation provided, and submit a report to the underwriter providing an impartial comment on whether he feels that the policy terms and conditions have been complied with. He will pay particular attention to any warranties on the policy.

Where appropriate, the adjuster will also liaise with the carrier and/or the police in order to ensure that reasonable steps are being taken by them to investigate any loss.

If the underwriter asks that a loss adjuster is instructed, H W Wood will advise you accordingly and confirm the identity of the adjuster/investigator &/or adjusting company instructed.

You should provide the adjuster with any requested information regarding the loss, and relevant documentation, in order to expedite matters. If you have any concerns or difficulties, please contact H W Wood for assistance.

Once the adjuster has submitted his report to your insurer, H W Wood will ask for the underwriter's comments and/or press for early agreement to settle the claim.

SALVAGE

Once a claim has been settled, the salvage will normally become the underwriter's property. If a lost consignment is recovered after settlement of the claim, you must notify H W Wood as soon as possible. If you are interested in repurchasing the item, you should advise this at the time. Most policies allow the underwriter complete discretion regarding disposal of the salvage, however H W Wood will ask the underwriter to take your wishes into account.

This document has been produced for your general guidance only. Every policy has different terms and conditions which take precedence over the guidance given, if the policy wording conflicts with the information provided above. For advice on individual matters or further information, please contact H W Wood Limited for assistance.