



LOSS REPORT

Cargo, carrier's liability and forwarder's liability insurance

Make a complaint by describing the type of loss on the CMR waybill (on carrier's and your own copy).

In the event of loss or damage:

- Check the consignment on arrival.
- Make a complaint on the bill of landing or waybill.

Insurance line						
<input type="checkbox"/> Cargo insurance	<input type="checkbox"/> Carrier's liability insurance	<input type="checkbox"/> Forwarder's liability insurance	<input type="checkbox"/> Stocks abroad			
Policyholder	Pohjola agent claim number	Pohjola claim number	Commercial invoice number or order number			
Policy taken out by						
<input type="checkbox"/> Consignor	<input type="checkbox"/> Consignee	<input type="checkbox"/> Other				
Claimant	Name		VAT No.			
	Consignor / consignee / other					
	Address					
	Contact person		Telephone			
	E-mail address					
	Bank and account no		SWIFT code and IBTN code			
Transport data	Place of departure		Date of departure			
	Destination		Date of arrival			
	Terms of delivery					
	<input type="checkbox"/> EXW	<input type="checkbox"/> CIF	<input type="checkbox"/> CIP	<input type="checkbox"/> DDU	<input type="checkbox"/> Other	
	Mode of transport					
	<input type="checkbox"/> Bv rail	<input type="checkbox"/> Bv air	<input type="checkbox"/> Bv truck	<input type="checkbox"/> Bv vessel	<input type="checkbox"/> Bv post	<input type="checkbox"/> Other
	Registration No	Flight No.	Vessel's name			
Carrier/Forwarding agent						
Data of goods	Name, quantity and invoice value of goods					
Goods were						
<input type="checkbox"/> Packed	<input type="checkbox"/> Unpacked					

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Loss description	Name, quantity and invoice value of goods	
	Loss was discovered by	
	Has a survey been carried out by OP's agent or representative? <input type="checkbox"/> No <input type="checkbox"/> Yes (Date and name of surveyor)	
	Complaint made <input type="checkbox"/> On the waybill, B/L, CMR bill <input type="checkbox"/> In writing (date, to whom?)	
	Description of loss event and nature of damage (if necessary use an appendix)	
	Where are the damaged goods now?	
Loss amount	Calculation of loss	

Loss reporter	Place, date and name of loss reporter	Contact person	
		Telephone	
Documents available	<input type="checkbox"/> Commercial invoice	<input type="checkbox"/> Survey report	<input type="checkbox"/> Forwarding invoice
	<input type="checkbox"/> Waybill	<input type="checkbox"/> Carrier's loss report	<input type="checkbox"/> Repair invoice
	<input type="checkbox"/> B/L	<input type="checkbox"/> Complaint against the carrier	<input type="checkbox"/> Insurance policy/certificate
	<input type="checkbox"/> Custom certificate	<input type="checkbox"/> Photographs	
	<input type="checkbox"/> Other		

- How to claim indemnity

The claim must be presented to OP within 6 months from the time at which the claimant became aware of the loss or damage.

- The following documents, in original or copies, are to be attached to the claim:

- Commercial invoice
- Bill of lading or waybill
- Complaint against the carrier
- Repair invoice or similar
- Survey report
- Photographs
 - Other reports of the loss
 - Insurance policy/certificate