

INSTRUCTIONS FOR FILING HOUSEHOLD GOODS/PERSONAL EFFECTS CLAIM

Note:

Your shipment will not be insured unless a signed and completed itemized valued inventory is received by the applicable UN office prior to shipment.

1. Carefully examine shipment upon taking delivery and, in the event of shortages or damages, exceptions should be noted on the delivery receipt and signed by the delivering carrier. If no exceptions are observed, the delivery receipt should be claused "**Subject to Further Inspection**".
2. If loss or damage is estimated to be **US \$5000.00** or more, request the insurance agent to carry out a survey (as per Section "C" paragraph 3 and 4 reverse side). If loss or damage does not exceed **US \$5000.00** obtain repair estimates for repairable items for submission with your claim.
3. Immediately file claim against all carriers involved in the transportation of your goods. **However, it is imperative that claims against airline be filed within seven days of date of delivery from the air carrier.**
4. Forward an itemized claim letter on your letterhead to Transportation Operations Section (TOS), Room S-2012, United Nations, New York, and enclose the following documents, where applicable:
 - a) Copies of claim letters filed against the carriers;
 - b) Signed delivery receipt noting exceptions;
 - c) Repair estimates;
 - d) Original survey report;
 - e) Any other pertinent correspondence or documents.
5. The Transportation Operations Section will acknowledge receipt of claim to claimant and file loss with Marsh USA Inc. for transmittal to underwriters.
6. Any request for additional documents/information will be made to claimant. Any status request from claimant should be directed to Transportation Operations Section, United Nations, New York (Cable: UNATIONS, New York; Telex: **232422** or **420544**; or telefax **212 963-2170**).
7. When payment is received from insurance underwriters it will be forwarded by Marsh USA Inc. to claimant via the Transportation Operations Section unless otherwise instructed.
8. Kindly adhere to the following requests which will avoid prejudicing your claim with underwriters and enable us to effect an expeditious settlement:
 - a) Take written exceptions with carriers when taking delivery;
 - b) Do whatever is necessary to prevent further loss;
 - c) File immediate notice of claim against all carriers;
 - d) Do not dispose of damaged property or packing material until survey has been made;
 - e) Do not accept offers of settlement from carriers without underwriters' approval. Offers of settlement should be referred to Transportation Operations Section, United Nations, New York, who will obtain underwriters' advice if the offer should be accepted.

A. INSURANCE COVERAGE - IN TRANSIT

An Open Cargo Policy No. 200.286 is placed with Philip Knight & Company, Antwerp, Belgium through the insurance brokerage firm of Marsh USA Inc. / Henrijen & Cie. The policy automatically covers all shipments of organizational property and Staff Member Household Goods & Personal Effects arranged by the Transportation Operations Section in New York; Travel & Transportation Unit, UNIDO, Vienna, Austria; Personnel Services Division, UNRWA, Vienna, Austria and Travel & Transportation Unit, UNOV, Vienna, Austria. Shipments will be reported separately, on a monthly basis, by the respective UN office.

1. Shipments of organizational property bearing a value of US \$500.00 or less are not insured. Shipments of staff member's personal effects and household goods are insured in accordance with Staff Rules at values listed by staff members upon submission of a completed and signed itemized valued inventory (Form P.T. 78) requesting insurance coverage.

2. Coverage is provided against all risks of physical loss or damage from an external cause, and attaches upon delivery from the supplier until delivery to the consignee or his agent. Coverage on household goods and personal effects attaches from the time the shipment is picked up by the movers/packers and covers during packing and unpacking at origin and destination.

3. Premium rates for organizational property are US \$0.105 per US \$100 of value for all modes of transport. Household Goods rate is US \$0.675 for ocean mode and US \$0.425 for Air/Rail/Truck modes per US \$100.00 of insured value. All rates indicated include war risks except for shipments to "on application" or high risk areas, for which surcharges will be available on demand.

B. INSURANCE COVERAGE - IN STORAGE - (both organizational property and household goods)

If the consignment has to be stored prior to shipment, or at an intermediate or final destination, extension of insurance must be requested through the Transportation Operations Section, United Nations, New York, by cable, giving dates in and out of storage and name and location of warehouse. On personal effects and household goods consignments, if required by the Transportation Operations Section, a check payable to Marsh USA Inc. to cover the cost of this additional insurance must be sent immediately to validate the coverage. The rate per US \$100.00 value is US \$0.025 per month or part thereof for shipments stored in the United States or elsewhere.

C. PROCEDURE UPON DELIVERY

Make arrangements to expedite clearance and delivery, and inspect the shipment immediately upon receipt for possible loss or damage.

If you suspect or discover loss or damage:

1. Note the loss or damage on the delivery receipt before signing it, and file written claims against all carriers IMMEDIATELY. On an air shipment the claim against the airline should be filed within seven days from the date of release of the shipment by the airline. Failure to FILE CLAIMS AGAINST ALL CARRIERS immediately upon receipt may render a claim unacceptable.

2. If it appears that the carrier has lost part of the shipment as described on the shipping document request in writing a "short-landing" certificate when you file your claim against the carrier. If the complete shipment is lost request a "non-delivery" certificate.

3. Contact the nearest agent listed below, advise him that the shipment is insured with the above-mentioned insurance company, and provide him with details of the claim. If the claim is expected to exceed US \$5000.00, request the agent to carry out a survey.

4. If there is no agent listed below in your area and the claim exceeds the above limits (see C.3), have the survey carried out by a representative of the American Institute of Marine Underwriters, or Lloyd's of London, or a government agency that provides the service of surveying loss or damage to shipments.

5. Preserve containers and contents in condition received until survey is held, unless further damage would result.

6. Pay for the survey. If the claim is valid, the charges for the survey are reimbursable by the insurance company as part of the claim.

7. If the claim is within the above limits (see C.3), a survey report is not necessary, but you should obtain repair estimates on the letterhead of a recognized firm.

8. Send copies of claims against all carriers of the shipment, copies of shipping documents, inventory or packing list, "short-landing" or "non-delivery" certificate, survey report (if the claim exceeds the above limits - see C.3), repair/replacement estimates to the **TRANSPORTATION OPERATIONS SECTION, UNITED NATIONS, NEW YORK**. They will file the claim with the insurance company and will advise you of settlement.

D. PAYMENT OF CLAIMS

1. Claims are payable in US dollars.

2. Payments in connection with a damage or loss claim may be received from a carrier of the insurance company. In all cases where payments are received from a carrier, the insurance company must be notified through the Transportation Operations Section, United Nations, New York so that the amount of insurance settlement may be adjusted to reflect the payment received and avoid duplication.

3. If duplicate payments are received, reimbursement must be made to the insurance company.

LIST OF LLOYD'S AGENTS

ABIDJAN	Societe Abidjanaise D'Expertise (SABEX)	KARACHI	Mackinnon, Mackenzie & Co.	MONTREAL	Harris, Harding & Bickers, Boyd Phillips Ltd.
ASUNCION	Gibson Brothers, S.A.C.I.	KHARTOUM	Gezira Trade Services Co., Ltd.	NEW DELHI	Tata Tea Ltd.
BANGKOK	Inchape Survey & Adjusting (Thailand) Ltd.	KINGSTON	R.S. Gamble & Son, Ltd.	PT. HARCOURT	Fraser & Shepherd
BOGOTA	Hudson Ltda.	KUALA LUMPUR	Harper Wira Insurance Surveyors	PORT SUDAN	Gezira Trade & Services, Ltd.
BUENOS AIRES	Cooper Brothers	KUWAIT	Kuwait Maritime & Mercantile Co., K.S.C.	RIO DE JANEIRO	Inspect Consultoria e Peritagens Ltda.
CARACAS	Frank B. Hill & Co., S.A.	LAGOS	Gellatly Hankey Marine Services	ROTTERDAM	John Hudig & Son B.V.
COPENHAGEN	A. Pruser	LONDON	Administration Branch, Agency Dept., Lloyd's	SANTIAGO	Gibbs & Cia, S.A.C.
GUATEMALA CITY	G.W.F. Franklin Ltd.	LUSAKA	Walford Meadows Ltd.	ST. DOMINGO	Frederic Schad, Inc.
GUAYAQUIL	Anglo Sociedad Anonima Comercial e Industrial	MADRID	MacAndrews & Co., Ltd.	SEOUL	Hyopsung Shipping Corporation
HAMBURG	OHG Gellatly, Hankey & Co., GmbH. & Co.	MANILA	Smith, Bell & Co., Inc.	SINGAPORE	Boustead Services Pte. Ltd.
HANOI	The Vietnam Insurance Company	MARSEILLES	Unilex Maritime s.a.r.l.	SYDNEY	P. & O. Maritime Services Pty. Ltd.
HARARE	Garner & Whaley (Pvt.) Ltd.	MILAN		TEHERAN	Irano-German Insurance Services (Pvt. Co. Ltd.)
HONG KONG	Gilman & Co., Ltd.	MANAGUA	E. Palazzo & Co., Ltd.	VIENNA	Gellatly Hankey Marine Services G.m.b.H.
JAKARTA	P.T. Superintending Company of Indonesia	MOMBASA	Toplis & Harding (Kenya), Ltd.	YOKOHAMA	Comes & Co. Ltd.