

## **CARGO INSURANCE**

### **NOTIFICATION OF LOSS**

1. Please immediately notify us (by email/phone) when there is a loss or damage that may lead to a claim request.
2. Notify the police or local authorities if there are signs of theft or destructive actions.
3. Implement reasonable measures and actions to minimize and limit further losses to the insured property.
4. Retain the damaged assets for survey and gather evidence as the basis for compensation.
5. Take photos and collect evidence to prove the loss. Assist the appointed surveyor by MSIG in the course of assessment and investigation process.
6. Do not admit liability or offer payment to third party without prior consent from MSIG Vietnam. Create an official record/minutes of the current situation and preserve the right to claim from the third party causing the loss, if applicable.

### **CLAIM DOCUMENTS:**

1. Claim notice (MSIG's form)
2. Shipping Documents (Bill of Lading/Air Waybill, Invoice, Packing List)
3. Report of damaged goods (specifying the name/code of the goods, quantity of damage, condition, and recommended handling)
4. Pictures of damage
5. Delivery Notes, Cargo Outturn Report, Report on Receipt of cargo (with notes on condition), Equipment Interchange Receipt (if have)
6. Some other relevant documents if need, MSIG may guide you to provide at each situation

### **CONTACT:**

Head office in Hanoi city:

MSIG INSURANCE VIETNAM CO., LTD

10<sup>th</sup> Floor, Corner Stone Building, No. 16 Phan Chu Trinh Street, Phan Chu Trinh Ward, Hoan Kiem District, Hanoi, Vietnam

Tel: 024-39369188

Email: [ccd@vn.msiga.com](mailto:ccd@vn.msiga.com)

Office in Ho Chi Minh city:

MSIG INSURANCE VIETNAM CO., LTD – HO CHI MINH CITY BRANCH

Level 15, The Hallmark Building, No.15 Tran Bach Dang Street, Thu Thiem Ward, Thu Duc City,  
Ho Chi Minh City, Viet Nam

Tel: 028-3821 9030

Email: [ccd@vn.msig-asia.com](mailto:ccd@vn.msig-asia.com)