

C H E C K L I S T claim handling

Forwarders and Carriers liability insurance

- Detailed claim invoice
- Commercial invoice
- Transport order
- Delivery note / packing list / cartage note
- CMR-note including waybill
- Liability bearing from the client
- Transport order to haulier
- Liability bearing to haulier
- Claim statement from the haulier
- Insurance policy / insurance confirmation from the haulier
- Police-report by theft and road-accident
- If you expect a claim over **EUR 3.000,-** please inform ASKO to arrange a surveyor

Hull insurance (Kasko)

Directly at place of accident:

- If possible, please inform local traffic police and ask for a confirmation
- If there are several vehicles involved, please exchange all data according to traffic accident report. The accident report should be necessarily filled out completely, legible and signed by all parties. Especially for accidents with foreign parties it is absolutely necessary to have the complete accident report in order to perform an execution with foreign insurance companies.
- Please take fotos from the scene with all involved vehicles.

For further claim handling:

- Please report the incident straight away to ASKO via the claims notification. Send us all necessary documents including accident report and fotos.
- ASKO is going to create a case and you will receive a confirmation. After reporting the claim we will clarify if an inspection by a surveyor is necessary. Please arrange an estimated quotation of the maintenance costs if possible. Afterwards we will discuss the next steps and you will receive further instructions.
- If an emergency repair is necessary to continue the journey it is absolutely essential to take some pictures from the damage.

Motor-Liability insurance

- Claims notification including exact cause of damage (opponent data must always be specified completely)
- Claims notification - Especially for accidents with foreign parties it is absolutely necessary to have the complete accident report in order to perform an execution with foreign insurance companies.
- Pictures from the damage if existing
- Any cost determination from the opposite parties if possible
- Any police record including GZ-no. – assumed it has been made