

Other more specific coverage can be purchased in certain situations. For example, when an aircraft is used to transport a bulk shipment because of the immediate need (rather than by another, slower mode), special insurance coverage is required.

The use of a specialized insurance broker is recommended as many commodities (e.g. flour, rubber, oil) have clauses designed specifically for them.

DOCUMENTING A CLAIM

If there is loss or damage to the cargo, the party holding ownership title to the goods should conduct an internal check to ensure that the goods were indeed shipped as per the bill of lading (B/L) and the customer's order. All relevant documents should be collected and all possible explanations of damage and loss (delay, short shipment or returns) eliminated.

In the event of loss or damage, the insured company should immediately contact the claims representative identified in the policy. Once this is done, the insured company should contact the carrier, advising it of the loss and inviting them to inspect the damaged goods. This initial telephone conversation should be followed up by a written notice of confirmation of loss.

The following is a list of documents required to process a claim. Copies should be submitted to the insurance company or its representative:

- the supplier's commercial invoice and packing list;
- the ocean bill of lading (ocean B/L) or airway bill (signed);
- the inland B/L, or freight bill, in the event there was an inland journey not covered by a through B/L;
- customs entry, if duties and sales tax were insured;
- original insurance certificate or policy: if insured under an open policy, the open policy number and declaration number must be shown;
- copy of the written notice to the last carrier, confirming the telephone conversation; and
- copy of the correspondence from the carrier.