



International loss adjusters & surveyors

DAMAGE SURVEY REPORT

1. GENERAL INFORMATION

1	Principals / Assured	
2	Principals Ref. No. / Assured Ref. No.	
3	Vessel or other transport means	
4	Discharge Place / Port / Country	
5	Discharge Date	
6	Bill of Lading No. or CMR No.	
7	Goods (Type, No. of Packages)	
8	Quantity, Weight (Gross, Net)	
9	Reported value (CIF Landed)	
10	Claimant	
11	Survey Place / Town / Country	
12	Survey Date & Hour	
13	Aspect of Damage	
14	Quantity affected	
15	Depreciation or Loss (EUR, USD, kg, ...)	

2. PARTIES INVOLVED

16	Parties involved: <i>In this section, the surveyor should give a clear overview of all companies involved in this claim, what exactly is their involvement (manufacturers, shippers, forwarding agents, carriers, stevedores, consignee, final receivers, traders, etc.) and what exactly is their contractual relation with the other parties (for instance: stevedores appointed by the receivers).</i>	
	Company	Involvement and relation with other parties
17	Comments (if any)	

3. GOODS OFFERED FOR SURVEY

18	Bill of Lading No. or CMR No.	
19	Goods (Type, No. of Packages)	
20	Quantity, Weight (Gross, Net)	
21	Reported value (CIF Landed)	
22	Packing: <i>Full, detailed description of the goods and their complete packing, plus the securing of this packing (if any)</i>	
23	Comments (if any)	

4. CIRCUMSTANCES

24	<p>Circumstances: <i>In this section, the surveyor should give an overview of the circumstances preceding this claim and which eventually gave rise to this claim, and survey. This should not be confused with the cause of the damage that is to be reported in section 9. With circumstances, we mean: Who bought which cargo from whom? How was it transported? Where and when was it loaded and discharged? When was the first time any damage established? When was a survey organised, where and by whom? Etc. This section should also make the contractual relations as stated under section 2, much clearer.</i></p>
25	Comments (if any)

5. DETAILS ABOUT THE SURVEY

26	Claimant	
27	Survey Place / Town / Country	
28	Survey Date & Hour	
29	Parties invited for the survey	
	<p><i>In case that some opposing parties had to be invited by our assured to ensure proper recovery actions later on, the surveyor has to do this always in writing and copies of these invitations for surveys are to be attached to this report.</i></p>	
30	<p>Parties present during the survey (<i>exact name of all persons present during the survey, the exact name of their company, detailed explanation of their involvement and the exact party that they represent</i>)</p>	
	Name	Company
		Representing

31	Details about the cargo that was really presented / still available for survey (<i>as sometimes part of the cargo is no longer available for survey</i>)
32	Storage conditions of the cargo offered for survey
33	Full, detailed description of the exact complaints of the claimant and the introduced claim, as much as possible supported by claim letters and other supporting evidence
34	Comments (if any)

6. ASPECT OF THE DAMAGE

35	<p>Aspect of the damage</p> <p><i>In this section, the surveyor should give a <u>clear overview of the various types of damages</u> that he has noticed himself during the survey (wet damage, physical/mechanical damage, contact/contamination with a foreign substance, disorders or diseases, quality defects, etc.).</i></p> <p><i>For each of these types of damages, he should give a <u>detailed description</u> of what he noticed on the packing (if any) and on the goods itself.</i></p> <p><i>For each of these types of damages, he should also refer to <u>the degree of this damage</u>, being minor/slight, moderate, up to considerable/severe/heavy.</i></p> <p><i>The above information has to be supported by sufficient, clear, digital (if possible) <u>pictures</u> of each type of damage, as well showing the condition of the packing (pallets, boxes, etc.) as the condition of the goods itself.</i></p> <p><i>The aspect of the damage has to be <u>jointly agreed upon</u> between all parties present at time of survey.</i></p>
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36	Comments (if any)

7. NATURE OF THE DAMAGE

37	<p>Nature of the damage</p> <p><i>If the damage has been sustained through contact with some foreign substance or a liquid, it is very important to determine the exact nature of this offending substance or liquid. If necessary <u>joint sealed samples</u> have to be taken and kept available for analysis by an independent laboratory.</i></p> <p><i>If wet damage (or corrosion) is involved, it is very important to establish if this damage was caused by fresh or salt sea-water. Therefore always <u>silver nitrate tests</u> have to be carried out in case this is practically possible.</i></p> <p><i>When for wet damage, the silver nitrate test gives a positive reaction indicating contact with chlorides, joint, sealed samples should be taken and kept available for analysis by an independent laboratory to establish if this is brackish, salt or really sea-water.</i></p> <p><i>Analysis of samples should only be done after approval from us.</i></p> <p><i>The nature of the damage has to be <u>jointly agreed upon</u> between all parties present at time of survey.</i></p>
38	Comments (if any)

8. EXTENT OF THE DAMAGE

39	<p>Extent of the damage: <i>In this section, the surveyor should provide a <u>clear and detailed overview of the total extent of the damage, per type of damage.</u> This means that, whenever a claimant is for instance claiming wet and physical damage, the extent of the damage related to both types of damages should be separately established, calculated and reported.</i></p> <p><i>The surveyor should clearly report how many units (pallets, boxes, packages, coils, etc.) were in a sound condition and how many units were affected by which type of damage</i></p>
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	<p><i>exactly and to what degree. For instance: 'Of the in total 20 coils offered for survey, 7 coils were found to be in a sound condition and 13 coils were found to be damaged. Of these 13 damaged coils, 8 coils were affected by heavy wet damage and 5 coils by slight to moderate physical damage (2 slight, 3 moderate). On the 8 coils affected by heavy wet damage, in total 1,300 kg of steel sheeting was considerably affected by wet damage. ...'</i></p> <p><i>Based on the above detailed overview of the exact number of affected units, the specific type of damage and the degree of damage, a loss or depreciation should be agreed upon jointly with all parties present at the time of survey. This depreciation should be clearly stated per type and per degree of damage. For instance: 'The 130 cartons affected by heavy wet damage were considered to be total loss. For the 50 cartons affected by slight physical damage, a depreciation of 10 % was agreed upon. For the 60 cartons affected by moderate physical damage, a depreciation of 20 % was agreed upon...'</i></p> <p><i>The surveyor should also clearly explain / <u>justify the exact reason why a specific level of depreciation or loss was granted</u>, taking into account the obligation of all parties involved <u>to mitigate the loss</u>.</i></p> <p><i><u>The surveyor should clearly confirm that the above depreciations, losses, and/or extra costs, reconditioning costs, etc., were fair and reasonable, in line with his personal findings at time of survey, and fully agreed upon between all parties present at time of survey. This agreement about the extent of the damage should be confirmed in writing between all parties present at the time. As much as possible documentary evidence (relevant invoices, etc.) should be collected and added to this report, to substantiate the validity of the claim and the losses / depreciations agreed upon.</u></i></p>
40	<p>Comments (if any)</p>

9. CAUSE OF THE DAMAGE

41	<p>Cause of the damage</p> <p><i>In the above sections 1 to 8, no reference at all should be made to the cause of the damage. Any information related to the cause of the damage should only be referred to in this separate section, which is to be considered <u>as confidential</u> and only for use of our own principals.</i></p> <p><i><u>The aspect, nature and extent of the damage, should, as far as possible, be jointly agreed upon between all parties present at time of survey (which is in fact the purpose of a joint survey), but not the cause of the damage. All your considerations and the</u></i></p>
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	<p><i>available information, documents, about the cause and circumstances of the damage, should only be reported to us and should never be disclosed to any of the opposing parties, unless you have received explicit confirmation of us that you are allowed to do this.</i></p> <p><i>It is obvious that, for each different type of damage, a specific cause of damage should be stated.</i></p>
42	Comments (if any)

10. LIST OF ENCLOSURES

No.	<p>Enclosures</p> <p><i>Bill of Lading, Packing List, Commercial Invoice, Claim Letter/Complaint, Letters of Protest, Letter of Invitation for Survey, Invoices re – extra costs, Written Confirmation about agreed Extent of Damage, ...</i></p> <p><i>All enclosures should be clearly numbered as to avoid any confusion.</i></p>
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11. LIST OF PICTURES

No.	<p>Pictures</p> <p><i>If possible digital pictures should be supplied.</i></p> <p><i>All pictures should be clearly numbered as to avoid any confusion.</i></p> <p><i>For each picture it should be clearly stated when and where it was taken and what it shows.</i></p>
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This report is drawn up to the best of our knowledge, true and correct and without prejudice to our principal's liability, reserving the right to extend it when and where required.

DP SURVEY GROUP N.V.
Willem VAN RENTERGHEM
Claims Coordinator

DP SURVEY GROUP N.V.
...
Surveyor

Report issued at:	
Report issued on:	

ADDENDUM

STANDARD INSTRUCTIONS FOR CORRESPONDENT SURVEYORS

Dear Sirs,

In order to avoid any misunderstanding and to facilitate our co-operation, we herewith sent you the standard instructions for all the correspondent surveyors.

- 1 *Immediately after the receipt of a new mission, a CONFIRMATION of receipt of this new mission is to be sent to us in writing (fax or e-mail) containing as much as possible details about who exactly will perform the survey, how this person can be reached (tel., mobile, fax and e-mail), when the survey will be done, what is your reference number, etc.*
- 2 *Opposing parties should be invited for JOINT survey, in writing, to ensure proper recovery actions later on. The Letters of Protest and Letters of Invitation for Joint Survey should be enclosed to your survey report.*
- 3 *After each survey and whenever a problem is experienced during the survey, a brief telephone call is to be given as soon as possible to the surveyor in charge of the file at our office. In the event this surveyor can not be reached, the Marine Claims Coordinator (+32 479 99 50 06) is to be contacted.*
- 4 *All reporting is to be done in ENGLISH unless explicitly otherwise mentioned in the appointment and all reporting should mention OUR REFERENCE NUMBER.*
- 5 *After each survey, a PRELIMINARY REPORT is to be sent by e-mail, or if not available in your office, by fax to our office within 48 HOURS or 2 WORKING DAYS after the survey. For this preliminary report also the present standard report form DPS-FORM B.5 is to be used.*

- 6 *For the FINAL REPORT, our standard report form DPS-FORM B.5 is to be used for reporting (if sent to you upon your appointment).*

The final report should be sent to us by E-MAIL and if possible, should include digital photographs, and all enclosures (which should be scanned).

Do NOT include your digital pictures in a Word-document when you sent them by e-mail, but sent them as loose pictures, properly numbered.

If this is done, NO further originals or copies of the report at all are to be sent to us.

In case no digital photographs can be taken, sent ONE SET of the photographs by mail. The photographs should be NUMBERED AND LOOSE, AND CERTAINLY NOT GLUED ON PAPER.

If the enclosures can not be scanned, the latter should be faxed or sent to us by mail.

In case you sent something by mail from a rather far distance from our office, ensure that it is sent by express courier service in order not to delay the matter.

- 7 *A pro-forma invoice should first be e-mailed or faxed for approval to our office. This invoice should always be accompanied by a BREAKDOWN of the survey costs including a clear description of all steps that were undertaken per day, the time involved per step, the costs for travelling, administration, photographs, etc. Once our office has approved this pro-forma invoice, the official final invoice can be issued.*
- 8 *Your full final survey report, enclosures, pictures, invoice and breakdown of invoice should be on our desk in our office in Antwerp, no later than five working days week after completion of the last survey or one week after all relevant documentation / information is in your possession.*
9. *Your reporting is in English. Therefore please use the English method for writing figures. One thousand should be written as 1,000 and one ton and 250 kg as 1.250 tons. So one thousand tons and 250 kg should be written as 1,000.250 tons.*

- 10 *Company names should be written in CAPITAL as well as the name of the vessel. Names of towns and countries should be written as for instance Milan, Italy. This is to issue uniform reports.*
- 11 *Our reference number should also be properly filled in on the header of each page.*
- 12 *When you sent us your final report, all text in blue which is stated in this standard report form should be removed, as these are only guidelines or the surveyors and their offices.*

It is to be noted that none compliance with the above standard instructions results in extra work for our office and will therefore have consequences on the payment of your invoice and on our future co-operation.