



International loss adjusters & surveyors

DOCUMENTARY INVESTIGATION 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	Investigation Place / Town / Country	
12	Investigation period	
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

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	Full, detailed description of the goods and their complete packing, plus the securing of this packing (if any) – as far as known	
23	Comments (if any)	

4. CIRCUMSTANCES

24	Circumstances	<p><i>In this section, the surveyor should give an overview of the circumstances preceding this claim and which eventually gave rise to this claim. 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 INVESTIGATION

26	Claimant	
27	Investigation place / Town / Country	
28	Period of investigation	
29	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	
30	Comments (if any)	

6. ASPECT AND NATURE OF THE DAMAGE

31	<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> (wet damage, physical/mechanical damage, contact/contamination with a foreign substance, disorders or diseases, quality defects, etc.).</i></p>
32	<p>Comments (if any)</p>

7. EXTENT OF THE DAMAGE

33	<p>Extent of the damage</p> <p><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 sound condition and how many units were affected by which type of damage exactly and to what degree. For instance: 'Of the 20 coils, 7 coils were found to be in 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, a of total 1,300 kg of steel sheeting was considerably affected by wet damage. ...'</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.</u> As much as possible <u>documentary evidence</u> (relevant invoices, etc.) should be collected and added to this report, to substantiate the validity of the claim and the losses / depreciations agreed upon.</i></p>
34	<p>Comments (if any)</p>

8. CAUSE OF THE DAMAGE

35	<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>All your considerations and the 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>
36	<p>Comments (if any)</p>

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>

11. LIST OF PICTURES

No.	<p>Pictures</p> <p><i>If possible digital pictures should be supplied. All pictures should be clearly numbered as to avoid any confusion. 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

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 carry out the investigation, how this person can be reached (tel., mobile, fax and e-mail), what is your reference number, etc.*
- 2 *Whenever a problem is experienced during the investigation, a brief telephone call is to be given as soon as possible to the claims coordinator in charge of the file at our office.*
- 3 *All reporting is to be done in ENGLISH unless explicitly otherwise mentioned in the appointment and all reporting should mention OUR REFERENCE NUMBER.*
- 4 *A brief preliminary report is to be sent by e-mail, or if not available in your office, by fax to our office.*
- 5 *For the final report, our standard report forms are 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).

In case no digital photographs can be taken, send ONE SET of the photographs by mail.

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

In case you send 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.

- 6 *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 investigation 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 one week after completion of the investigation or one week after all relevant documentation / information is in your possession.*