
HOW TO FILL IN YOUR CLAIM FORM(S)

PLEASE READ THESE NOTES CAREFULLY

You must complete each section of the form including:

- **Personal details**– person(s), business, or government department making the claim.
- **Claim details** – loss and/or damage suffered as a result of the contamination. Please select the appropriate claim category (see below) and complete the section(s) which is (are) relevant to your claim(s). You must complete the form for each business for which you are claiming. Please use the checklists provided for each claim category.
- **Declaration** – claimants are required to declare that their claims are a true and accurate reflection of their losses. QBE and the 1992 Fund take the presentation of fraudulent claim or documentation seriously and if they become aware that fraudulent documentation has been submitted they reserve the right to inform the appropriate national authority.

By signing the form, claimants are deemed to have agreed to the disclosure of the information contained within the claim form and any supporting evidence to the parties involved with the payment of compensation, namely to the shipowner's insurer and the 1992 Fund, their experts and the Courts which have jurisdiction for this incident.

Your claim will not be considered if the form is not signed

SELECTING A CLAIM CATEGORY

If you have a claim in one or more of the categories below, you should download (or obtain form(s) from the Claim Submission Office (CSO) if you don't have access to a computer) and complete the corresponding claim form(s):

CLAIM CATEGORY
Costs of clean-up and preventive measures
Property damage (e.g. cleaning, repairing or replacing property that has been contaminated by oil, such as the hulls of vessels)
Economic loss in the fisheries, marine farming and fish processing and trading sectors
Economic loss in the tourism sector and other related businesses
Other Losses (including environmental damage claims)

The specific supporting evidence required in support of each category of claim is detailed in the Checklists at the end of each form section. Should you wish to use them, reference tables are also provided in the Annex at the end of the form to guide you through the calculation of your loss/claim.

Further information upon the criteria applicable to each category is available in the [Claims Manual](#).

EVIDENCE TO SUPPORT YOUR CLAIM

Claimants must prove their loss by providing appropriate evidence. Evidence can include photographs or video of the damage, business cancellation letters, till receipts, invoices, consignment sales records, tax accounts etc. More detailed guidance on the required evidence is provided in the relevant claim category form.- Should you visit one of the claims collection centres, you are advised to bring original copies of all of the documents you provide to us in order that we make copies that will be attached to your claim. If you decide to submit your form electronically or by post, you are advised to send us original copies. In this instance, please note supporting documents will only be returned upon request and normally only on settlement of the claim.

WHEN FILLING IN THIS CLAIM FORM

1. The claim form may be completed by hand or in Word format.
2. If completing by hand, please ensure you write clearly (please use BLOCK CAPITALS, using black ink). You are advised to use extra blank sheets of paper if there is not enough space for your answer, but please indicate clearly to which question they relate.
3. If completing your claim in Word format, the boxes provided will expand as you enter the details of your claim, however additional pages and spreadsheets can be added, provided it is clearly indicated to which question they relate.
4. **Your claim will only be assessed if you provide sufficient information to prove your loss.** If you are unable to provide such evidence, please contact the Claims Submission Office for advice on the most appropriate method of presenting your claim.
5. **Please refer to the information given in the 1992 Fund's Claims Manual**, which provides guidance on the admissibility of claims and the 1992 Fund's guidelines appropriate to the category of claim. These documents can be downloaded from the Publications section of the IOPC Funds' website (<https://iopcfunds.org>). Alternatively, please contact the Claims Submission Office at the address given below.
6. Please refer to the checklists for each category of claim, which provide details of the information which you will be required to submit in support of your claim. From time to time, the Claims Submission Office may provide additional guidance as required.

If you would like any help with filling in this form, please contact the Claims Submission Office. Staff will be happy to answer your questions and help you prepare your claim.

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ONCE YOU HAVE COMPLETED THE CLAIM FORM(S)

This form, once completed, should be signed and either:

Scanned and sent by email to:		Sent by post or delivered in person to:
claims.marinehonour@iopcfundsclaims.org	OR	Marine Honour Claims Submission Office: 100 Pasir Panjang Road, #07-07, Singapore 118518 Tel: +659632 3868/+659018 3030

In either case, **please send the signed form(s), together with all supporting documents, as soon as possible.**

WHAT HAPPENS NEXT

Your claim(s) will be reviewed by experts on the basis of the information given by you in these forms. The experts will report their findings to QBE and the 1992 Fund, who will then make a decision on your claim(s). You will then be informed of the outcome of the assessment.

It is not possible to tell you how long it will be before your claim is assessed. It will depend on whether you have provided sufficient details to help assess your claim, how complex your claim is and on the number of other claims submitted. Your claim will be given our best attention to ensure as fair and accurate an assessment as possible. **If you do not hear from us within four weeks, you are advised to contact us.**

Should you have any queries on your claim, please contact the Claims Submission Office.

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