

A guide to our claims process...



At PBT we know that claims can be an inconvenience to your business. That's why we try to make the claims process as simple and easy as possible. By providing all the necessary documentation when lodging a claim, you help us to process and respond to your application as quickly as possible. We hope that this guide assists you in the event of submitting a claim application with PBT.

Notification timeline

Notification of any **damage** must be made in writing within seven (7) actual days of delivery, and for **loss** within fourteen (14) actual days of despatch. Damage must be endorsed on the consignment note or ticket POD (Proof of Delivery) upon receipt of delivery.

In the event of damage being detected by PBT staff we undertake to inform you as soon as possible. PBT will also allow notification within 24 hours of delivery in the event of an item showing no obvious signs of damage and is signed for (as received in good order and condition), but discovered to be damaged while unpacking. Notification does not imply or assure claim approval.

The online application available at pbt.co.nz makes the claim process convenient and easy. It also allows you to meet PBT's timeline requirements for notification (stated above).

Single point of contact/Progress reports

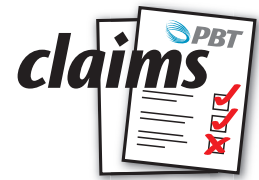
All claims are processed through our Support Team National Claims Centre based in Auckland. One main point of contact will be assigned to your claim. Progress reports may be arranged upon request.

Standardised documentation required

- Fully completed Claim Application Form
- Correct PBT Couriers ticket number or PBT Transport consignment note number
- Invoice at cost price* (listing individual items and cost) and billing the relevant PBT company (eg. PBT Couriers Limited Claims Account)
* Cost price refers to cost of manufacture by your business or cost price supplied to you by the manufacturer
- Copy of invoice billing your client
- Proof of value (POV) - Please provide either:
 - A copy of invoice(s) for material(s); or
 - A copy of invoice(s) from supplier of goods to your business; or
 - A computer stock print-out showing cost of goods; or
 - For claiming repairs on damaged product, please provide proof of value for replacement of the original product and proof of repair or quote to repair

Supporting documentation can be provided online in **PDF, TIF or Word formats (ie. not JPG).**





A guide to our claims process...

Standardised procedure

1. Damagel/loss is notified to the PBT branch and endorsed against the consignment/ticket in the PBT system.
2. Notification of intent to claim is required in writing. Claim Applications can be completed online at pbt.co.nz - or by fax, post or email (claims@pbt.co.nz) - advising the consignment/ticket number and reason for claim. This will be endorsed against the consignment/ticket.

3. A claim will not be entered until all required information is received. In the event of all necessary information not being received, PBT will return the received material and request that which is missing. The claimant has 30 days to respond from the date of despatch. This will be endorsed against the Ticket/Consignment note. **The claim will be withdrawn if not received within the 30-day time frame.**

4. The claim will be investigated and, if necessary, proformas lodged against an owner-driver or agent. All claims must then be approved by the manager who is responsible for the loss/damage.
5. Once a claim is approved, it will be processed in the next available cheque run.
6. The Claims department will make contact to retrieve salvage before releasing payment. Should salvage not be available to collect the claim payment will be withdrawn.
7. Declined claims will be notified to claimants by letter detailing the reason for the decline. Any request for revisiting a declined claim must be made in writing within 30 days of that letter to the Claim Manager, including a valid reason as to why the claim requires further investigation. We will endeavour to consider all facts presented and will respond back in writing with our findings.

Resolution period

This is variable dependant on the complexity of the claim, length of investigation and availability of managers and signatories to authorise payments. Processing time for straightforward claims is normally within 4-6 weeks. More complex claims may take up to 8-10 weeks.

Separate payment

All claims are paid out by cheque and kept totally separate from your trading freight and courier accounts.

Rules for claims are governed by the Carriage of Goods Act 1979, together with Conditions of Carriage of PBT. Please refer to pbt.co.nz for this information.

