

# A guide to our claims process



**W**e know that claims are an inconvenience to your business, for this reason we do our best to make the claims process as simple as possible. This guide has a few tips and instructions which will come in use in the event you have to submit a claim with PBT.

## Notification Timeline

**7 Days**

### Damaged Goods

Notification of any damage must be made in writing within seven (7) actual days of **delivery**.

**14 Days**

### Lost Goods

Notification of loss must be made in writing within fourteen (14) actual days of **despatch**.

In the event of damage being detected by PBT staff we undertake to inform you as soon as possible. PBT will accept notification within 24 hours of delivery in the event of an item being signed for as received in good order and condition which is found upon unpacking to have concealed damage.

**Please note that notification does not imply or assure claim approval.**

## The PBT Claims Process

1. The PBT branch is notified of the damage/ loss. The claim is endorsed against the consignment note/ticket number in the PBT system.
2. Notification of intent to claim is required in writing within the above applicable notification period. Your claim application can be completed online [here](#), or alternatively you can fax, post or email a copy to us- advising the consignment/ ticket number and reason for claim.
3. A claim will not be entered until all required information is received. If PBT does not receive all necessary information, PBT will return the received material and request the missing documents/ information. The claimant has 30 days to respond from the date of despatch, despatch is endorsed against the consignment note/ ticket number.

**The claim will be withdrawn if not received within the 30 day time frame.**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/ 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 PBT Claims department will make contact to retrieve salvage before releasing payment. Should salvage not be available to collect the claims payment will be withdrawn
7. If a claim is declined the claimant will be notified in writing. The letter will note the reason for the claim. Any request for reconsideration of a declined claim must be made in writing within 30 days. This letter must be addressed to the claims manager and must include a valid reason as to why the claim requires further investigation. We will endeavor to consider all facts presented and will respond back in writing with our findings.

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## Supporting Documentation Required

Fully completed [Claim Application Form](#)

Correct PBT Couriers ticket number or PBT Transport consignment note number

Invoice of damaged items at cost price, this invoice is to be billed to the relevant PBT company eg. PBT Couriers Limited Claims Account or PBT Transport 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 one of the following;

A copy of invoice(s) for material(s); or

A copy of invoice(s) from the 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

**Supporting documentation can be provided in PDF, TIF or Word formats (no JPEG etc)**

## Where to submit your claim

If you are unable to submit your claims form using our online application you can send it to one of the following addresses;

### Mail

PO Box 12 732  
Penrose, Auckland  
Attn: Claims Dept

### Email

claims@pbt.co.nz  
Subject: Claim applica-  
tion

### Fax

09 250 0803  
Attn: Claims Dept

## Other useful information

**Resolution period-** This is a variable dependent on the complexity of the claim and length of investigation. Processing time for straight forward claims is normally 4-6 weeks and more complex claims may take up to 8-10 weeks.

**Claim payments-** All claims are paid out by cheque and kept separate from your trading freight and courier accounts.

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

\* Rules for claims are governed by the Carriage of Goods Act 1979, together with PBT's Conditions of Carriage which can be found [here](#).