



Organization Outbound Logistics	Type of document Instruction		
Name of document Dealer Claims Process (Via NSC Worldwide)	Issue 1.0	Issue date 2015-03-09	Page 1 (3)
Issuer (dept,name,CDS-id) 84340, Riitta Honkanen, rhonkane	Reg.No. 1	Security Class Proprietary	

## DEALER CLAIMS PROCESS NSC Worldwide

*This instruction is valid from April 1st 2015*

*Please observe that Unicar Claims Management shall immediately be notified in event of major damage where the costs are estimated to exceed approx. EUR 1500/ USD 1500.*

NSC shall make sure that dealers act in accordance with item no. 1-4 below. NSC shall also make sure that dealers are aware of the important instructions on page no. 2.

1. Delivery of vehicles – Follow the "Guidelines for inspection personnel"
2. Transit related? If "yes" – endorse a VCR

Make damage remark on both VCR and carriers delivery note. Both carrier and consignee shall sign the VCR and the delivery note. Please observe that hidden/concealed damage shall be reported to the carrier as well as to NSC within 7 days from delivery.

3. Take photos that verify the damage. At least 1 picture that show the damage closely and 1 picture that show the area affected, i.e the entire door, the entire bumper etc.
4. Repair invoice for claims below the survey limit shall be issued and sent to NSC within 1 month after finalized repair work. *Please always remember to include the VIN on the invoice*

NSC shall follow the below instructions for transport claims:

5. Send claim documentation to Unicar Claims Management by mail or e-mail in a monthly batch. The following documents shall always be included: VCR, delivery note, repair estimate, photos and dealer invoice.
6. Unicar Claims Management checks the documentation and revert with a batch approval, information regarding rejected claims or request for complementary information.
7. Payment of claims batch. After receiving the approval from Unicar Claims Management, the NSC will issue an invoice to:

Unicar Claims Management  
Old Bank House, 49 High Street,  
Earls Colne, Colchester,  
Essex CO6 2PB United Kingdom

[volvovehicle@unicarclaims.com](mailto:volvovehicle@unicarclaims.com)



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Repair invoices can be submitted in your own currency but it would also be acceptable to receive invoices in the following currencies approved by Volvo Car Corporation:

Euro (EUR)  
US Dollars (USD)  
Chinese Yuan Renminbi (CNY)  
Swedish Krona (SEK)  
United Kingdom Sterling (GBP)  
Norwegian Krone (NOK)

The invoice should be sent to Unicar Claims Management by e-mail or mail.

Also, because claim payments will be made electronically, please ensure you state the following bank details on the invoice:

Bank account number  
Bank account name  
Sort Code (if applicable)  
Swift Code (if applicable)

The NSC will receive a claims batch payment to an agreed account. Payment will be effected within 30 days after receipt of the invoice.

### IMPORTANT INSTRUCTIONS

Major damage = Damage likely to exceed EUR 1500 / USD 1 500

In event of major transport damage the dealer must notify Unicar Claims Management immediately. A decision will be made regarding if there should be a survey or not.

If a survey is needed Unicar Claims Management will involve a surveyor as well as invite the freight forwarder/carrier to participate in a joint survey.

#### Hidden / Concealed damage

Vehicles shall be inspected in accordance with "Guidelines for inspection personnel" immediately upon unloading and before the vehicles are moved any further.

Hidden damage shall be reported to the carrier as well as NSC within 7 days after delivery.

Hidden damage is a damage that could not be found during normal delivery inspection, for example damage to undercarriage.



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### Deliveries after opening hours

If delivery is made after opening hours and it is no longer possible to make a joint handover, the vehicle can be discharged provided that the vehicle is stored in safe conditions until following morning.

It is the obligation of the dealer to immediately commence handover and to report any damage both to the carrier and to NSC without delay, however no later than 1200 hrs the following morning in event of delivery out of opening hours.

### Delivery of vehicles covered with snow, ice or being extremely dirty.

During winter time there might be deliveries where vehicles are in such condition that the normal handover procedures (see Guidelines for inspection personnel) will be difficult or not possible. In such cases the dealer must make remark on the delivery note and also take photos to support the remark. The defrosting/cleaning of the vehicle should immediately be done enabling the visual inspection to be carried out in accordance with the guidelines.

The dealer must thereafter immediately report any findings related to transport damage to the carrier and NSC.

**DAMAGED PARTS THAT CANNOT BE REPAIRED SHALL BE KEPT AVAILABLE  
FOR 3 MONTHS FOR INTERESTED PARTIES TO SURVEY**

### CONTACT DETAILS

General questions regarding claims process and payments. To ensure a prompt response to your enquiry please send all email to the address detailed below even if you are replying to an email from a specific member of the Unicar Claims Management team.

Unicar Claims Management  
E-mail: [volvovehicle@unicarclaims.com](mailto:volvovehicle@unicarclaims.com)  
Telefax: + 44 (0)870 123 6121