



**Appendix no. 2**  
**Instructions for the Carrier in the event of a damage/insurance**  
**claim**  
**Documentation for GBS IRM Claims (GBS)**

**1 Carrier's obligations:**

- Responsibility for the collection of primary information and documents in the event of a damage/insurance claim required to initiate a claim
  
- Inform the DHL employee who issued an individual transport order or the DHL hotline or DHL monitoring center immediately and follow their instructions (order number, date of incident, type of incident - theft / accident / damage, exact location of the event - GPS coordinates)
- Report damage to the police

**2 Other obligations of the carrier after contacting the GBS IRM claim department**

The carrier is obliged to complete and provide for the complaint department GBS IRM:

1. CMR from unloading with an objection, if available
2. photo evidence of damage (from location of the incident, visible and detailed damage / damage to goods and truck)
3. any relevant documents available concerning the damage (police report number, police report, written communication, GPS report, etc.) necessary to resolve the claim
4. Statement of responsibility - response to a complaint
5. Contact details of the carrier's insurance company

The Carrier is obliged to cooperate with the GBS IRM complaint department of in investigating the circumstances of the damage and to cooperate in the recovery of damages.

The GBS IRM complaint department of is responsible for resolving the complaint within DHL.