

Liberty is here for you. **Today. Tomorrow. Together.**

For more information, please visit: **libertyinternational.com/sg**

Find a Marine team member in Singapore

Office locations

Connect with Liberty

In the event of a casualty, follow these guidelines to protect your and Liberty's interests and secure cargo release

Marine | Singapore

Marine Cargo insurance

General Average claims guidelines

Important notice

Your insurance policy with Liberty contains terms, conditions, exclusions and definitions which effect your entitlement to indemnity. Nothing contained within this guideline in any way alters the contents of your policy.

This document aims to act as a guideline to you in the event of a casualty. It sets out what steps need to be taken to best protect your and Liberty's interests as well as what steps need to be taken in order to have the cargo released.

Where a casualty occurs the shipowner may decide to declare a General Average (GA). This is usually issued as a formal declaration. It may be declared via email, fax or some other form of written correspondence. Where this occurs you should notify your broker immediately.

Notification to your broker

When notifying your broker of the casualty you should provide the following information:

- Date of the casualty
- Name of vessel
- Provide copies, front and reserve sides, of the bill of lading and invoice
- Provide a copy of the packing list, if available
- Provide contact details of a suitable person within your organisation to be able to answer questions about the claim

Release of cargo

The cargo will only be released once all GA securities and supporting documentation has been received by the GA adjuster.

Where cargo is insured

Where the cargo is insured securities in the form of a GA bond and a GA guarantee will be sought.

General Average bond (see sample letter 'A')

- This form is completed by the cargo receivers or shippers. It must contain the full address and communications numbers of receivers or shippers.
- A copy of the bill of lading, front and reverse sides, covering the goods is to be attached
- A copy of the commercial invoice covering the goods is to be attached



General Average guarantee (see sample letter 'B')

- This form is to be completed by the cargo insurers. It must contain the full address and communication numbers of insurers.
- If the average adjuster is not familiar with the insurer they may ask for evidence of their credit rating
- A copy of the insurance policy covering the shipment of goods is to be attached

Where cargo is not insured

Where cargo is not insured and the receivers/shippers wish to obtain release of the cargo they must deposit cash in USD with the average adjuster equivalent to 3% of the CIF/C&F value of the cargo. A deposit amount of 3% can vary and is at the discretion of the average adjuster.

We're part of the Liberty Mutual Group, a Fortune Global 500 company that's been in business since 1912 with an S&P A+ financial strength rating

Global reach. Financial strength. Local authority.

Distinct, complex and constantly evolving – every business is as unique as their insurance needs. To confidently progress in the face of risk and uncertainty requires a level of security you can only achieve through working with specialists.

Liberty offers a breadth of world-class insurance and reinsurance services to brokers and insured clients. We bring value and solutions to business and government organisations across Singapore – helping protect what they earn, build and own.

Liberty is not authorised to provide financial product advice. The information in this document does not take into account your objectives, financial situation or needs. Always consider the applicable policy wording and other relevant documents before deciding to acquire a Liberty financial product. © Liberty Mutual Insurance Company 2026. This information is current as at August 2026. **Liberty** means Liberty Pte. Limited (UEN 201538069C). AP0421-08-26

Sample letter 'A'

General Average Bond

To Owner(s) of the

Voyage and Date

Casualty

Port of Shipment

Port of Destination

B/L No(s) Voyage Fol. No(s)	Marks and No(s). Container No(s).	Description of Cargo and Weight	CIF – Value (Please attach copy of Commercial Invoice)

In consideration of the delivery to us or to our order, on payment of the freight due, of the goods noted above, we agree to pay the proper proportion on any salvage and/or general average and/or special charges which may hereafter be ascertained to be due from the goods or the shippers or owners thereof under an adjustment prepared in accordance with the provisions of the contract of affreightment governing the carriage of the goods or, failing any such provision, in accordance with the law and practice of the place where the common maritime adventure ended and which is payable in respect of the goods by the shippers or owners thereof.

In case the goods are oncarried by another vessel and/or conveyances the following Non-Separation-Agreement shall apply:

It is agreed that in the event of the vessel's cargo or part thereof being forwarded to original destination by other vessel, vessels or conveyances, right and liabilities in General Average shall not be affected by such forwarding, it being the intention to place the parties concerned as nearly as possible in the same position in this respect as they would have been in the absence of such forwarding and with the adventure continuing by the original vessel for so long as justifiable under law applicable or under the Contract of Affreightment.

We also agree to:

(i) Furnish particulars of the value of the goods, supported by a copy of the commercial invoice rendered to us, if there is no such invoice, details of the shipped value.

(ii) Make a prompt payment on account of such sum as is duly certified by the average adjusters to be due from the goods and which is payable in respect of the goods by the shippers or owners thereof.

Date	Signature of receiver of goods
Full name	
Full address	
Tel/Fax	Contact person

Sample letter 'B'

IMPORTANT: This Guarantee will only be accepted, provided no additions, deletions or amendments are made to the wording by the Underwriters.

General Average Bond

(For signature by Underwriters of Cargo to avoid collection of Cash Deposits in those cases in which it is practicable to do so)

Vessel
Voyage
Casualty

In consideration of delivery in due course to the Consignees of the Merchandise specified below, without collection of a deposit on account of Average, we, the undersigned Underwriters, hereby guarantee to the Shipowners on account of those concerned the payment of any contribution to General Average and/or Salvage and/or Charges which may hereafter be ascertained to be properly due in respect of the said Merchandise.

We further agree to make prompt payment on account if required, as soon as such payment my be certified by Average Adjusters and to furnish to the Average Adjusters at their request all information which is available to us relative to the value of the said Merchandise.

B/L No(s) Voyage Fol. No(s)	**Marks and No(s). Container No(s).**	**Description of Cargo and Weight**	**CIF – Value (Please attach copy of Commercial Invoice)**

We also agree to furnish particulars of the value of the goods, supported by a copy of the Commercial invoice and in case of damage to goods, to provide Claim Documents, including Letter of Subrogation without undue delay.

Date	Signature of receiver of goods
Full name	
Full address	
Tel/Fax	Contact person