



¹ The complaint form will be used by the Harbourmaster as a means of gaining insight into the way in which bunker deliveries take place in the port. The information that the Harbourmaster collects in this way will be one of the components with regard to the evaluation of the bunker license for transporters and will serve as a contribution to the development of the bunker license for suppliers. In response to a complaint you have submitted, you may be contacted to further clarify your complaint. The Harbourmaster expressly does not interfere in individual disputes between parties about the bunkers or the way in which they were delivered. Your complaint will be treated confidentially and will not be shared with third parties.

COMPLAINT FORM BUNKERING ¹

Havenbedrijf Rotterdam N.V.

Ron van Gelder

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CONTACT DATA

Name _____

Type company * Transporter Supplier Surveyor Shipping company Agent

other: _____

E-mail address _____

Telephone number _____

Date complaint _____

Date / time loading bunkers _____ / _____

Date / time delivery bunkers _____ / _____

Type of bunkers _____

Number of types (HFO / MGO) _____ / _____

TRANSPORTER DATA

Bunker license number _____

Company name _____

Name / registration bunker facility _____

IMO / registration number _____

Name bunker captain _____

E-mail address _____

SUPPLIER DATA

Company name (BDN) _____

E-mail address _____

SHIP DATA (RECEIVER)

Name ship _____

Shipping company / charterer _____

IMO number _____

Berth / port number _____

Ship's agent _____

E-mail address _____

SURVEYOR RECEIVER / SUPPLIER

Present * Receiver Supplier

Name _____

Company _____

E-mail address _____



NATURE COMPLAINT

Quality (alleged) complaint

Motivation / explanation

Quantity (alleged) difference based on*

Table with 4 columns: Question, Yes, No. Rows include measurement bunker facility versus measurement ship / receiver, measurement bunker facility verified prior to delivery, measurement bunker facility verified after delivery, measurement bunker facility verified by surveyor, measuring equipment bunker facility calibrated and certified, measuring equipment ship / receiver calibrated and certified.

Quantity ordered: _____ mt Quantity received: _____ mt Quantity delivered (BDN): _____ mt Difference: _____ %

Motivation / explanation

Measurement method PDM Measurement tape Measurement stick MFM Tank radar other: _____

Sampling Terminal*

Table with 3 columns: Question, Terminal / jetty, Bunker facility. Rows include: Where has sampling taken place, Is this sampling carried out by both a representative of the terminal and the bunker facility, Has sampling taken place by continuous drip-sampling, Has sampling taken place by composite sampling of the respective tank(s) which are loaded on the bunker facility, Have the loading samples been taken by the terminal representative and bunker facility labeled, sealed and signed, Is the sampling, sealing and signature by a terminal representative refused.

Motivation / explanation

MARPOL sampling* Has the sampling procedure been carried out in accordance with ISO 13739? Yes No

Surveying attended by* Barge staff member Surveyor Ship's staff member other: _____

Other

Annexes attached* Letters of protest E-mail _____