

*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*

Havenbedrijf Amsterdam N.V.

 $\underline{bunkerklachten@portofamsterdam.com}$

The completed form can be sent as a pdf to the above email address.

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Name:					
Type company:	0 Transporter	0 Supplier	0 Surveyor	0 Shipping Company	0 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

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*	0 Receiver	0 Supplier
Name:			
Company:			
E-mail address:			



COMPLAINT FORM BUNKERING (CONTINUED)

Other			
urveying attended by* other:	O Barge staff member O Surveyor O Ship's staff member		
∕/ARPOL sampling* Has th	e sampling procedure been carried out in accordance with ISO 13739?	0 Yes	0 No
explanation			
Motivation /	refused:	0 Yes	0 No
	Is the sampling, sealing and signature by a terminal representative	O Vas	O No
	and bunker facility labeled, sealed and signed:	0 Yes	0 No
	respective tank(s) which are loaded on the bunker facility: Have the loading samples been taken by the terminal representative	0 Yes	0 No
	Has sampling taken place by composite sampling of the		
	Has sampling taken place by continuous drip-sampling:	O Yes	0 No
	Is this sampling carried out by both a representative of the terminal and the bunker facility:	0 Yes	0 No
	Where has sampling taken place: 0 Terminal / jetty	0 Bunker f	acility
ampling terminal*			
	Other		
Measurement method	0 PDM 0 Measurement tape 0 Measurement stick 0 MF	·IVI	0 Tank rad
Motivation / explanation:			
	Measuring equipment ship / receiver calibrated and certified:	0 Yes	0 No
	Measuring equipment bunker facility calibrated and certified:	0 Yes	0 No
	Measurement bunker facility verified by surveyor:	O Yes	0 No
	Measurement bunker facility verified after delivery:	O Yes	0 No
	Measurement bunker facility verified prior to delivery:	O Yes	0 No
Quality (alleged) difference based on*	Measurement bunker facility versus measurement ship / receiver:	0 Yes	0 No
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Notivation / explanation:			
quality (alleged) complaint:			