


Risk Management **Guide**



Photo: Save China's Tigers



ASIAN TIGERS
MOBILITY



This Insurance Coverage is provided through the AXA Corporate Solutions Assurance, UK Branch. The Program is administered through insurance broker, Willis Relocation Risk Group. Asian Tigers make this program available to our customers but are not responsible for the coverage terms and conditions. Any and all references to terms, conditions, restrictions, features and requirements of this coverage represent the policies of the insurer (AXA Corporate Solutions Assurance, UK Branch) and the insurance broker (Willis Relocation Risk Group)

This Risk Management Guide provides general information about the importance of insuring your shipment and includes a detailed explanation of procedures, terms and conditions relating to the Asian Tigers risk management program.

The Benefits of Risk Management

RISK PROTECTION

The first and most important step for safeguarding your household goods and personal effects is the selection of an **Asian Tigers company** for your move. Having made that decision, we urge you to **insure your goods against the perils of a door-to-door move.**

The Risk Management program we can arrange for you is underwritten by AXA Corporate Solutions Assurance, UK Branch and administered by Willis Relocation Risk Group. Taking advantage of this custom-tailored Risk Management program offers you maximum protection. Equally important, **insuring your goods is simple and straightforward.** Risk protection is available for shipments of Household

Goods and Personal Effects, Antiques, Fine Arts, Automobiles, Boats, Motorcycles, Campers and Trailers, provided that we handle or arrange the packing and transportation.



THE VALUE OF RISK MANAGEMENT

Moving other people's belongings is our business, and our highly trained crew takes special care when handling, wrapping, packing, crating and transporting your goods. We also use the most suitable packing materials available. Occasionally, however, damages and losses do happen and our service charges do not include compensation for those situations. Consider, too, that third-party carriers involved in the transportation of your shipment limit their liability – typically in a document called Bill of Lading.

It is easy to see that **the rigours of transporting goods by air, ocean, rail and road entail significant risk.** If Homeowner's Insurance makes sense, Risk Management does as well.

The policy we can arrange on your behalf is specifically designed for door-to-door moves. The company that administers the program has many years of experience in this highly specialised area of risk protection. As a result, **the application for Risk Management is simple and the settlement of any claim is fast and fair.**

ARRANGING RISK MANAGEMENT

Completing the Application Form (further explained in this Risk Management Guide) is all you need to protect your goods for the move to a new location. In the Application Form, we have listed the items that we typically move for our clients. You only need to insert quantities, descriptions and values for insurance purposes. Bear in mind, however, that completeness is the key factor for adequate risk protection: **what is not declared will not be insured.**



THE PROTECTION PLAN

The Risk Management program we arrange works on the principle of “**Replacement Value Protection**”. For the Insurer to cover the costs of compensating you for losses and damages, you will have to declare the **replacement value of each item at destination**. This may mean that you have to make some inquiries about the value of your goods in another country.

Under-declaring the value of your goods greatly diminishes the value of the Risk Management program.

Avoid co-insuring your shipment and be realistic in your valuation.



POLICY EXCLUSIONS

As with any insurance policy that offers “Comprehensive” coverage, there are certain exclusions. It is important that you familiarise yourself with the Risk Management policy. While this guide provides a general overview, **it is the Risk Management policy that spells out the Terms and Conditions**. This Risk Management Guide includes a copy of the Insurer’s Terms and Conditions, after the pages of the Application Forms.

DEALING WITH CLAIMS

The benefits of purchasing a Risk Management policy through Asian Tigers are never more obvious than in the unfortunate situation of a claim. The Claims Adjusters are experts in their field, the communication process demonstrates sensitivity to the value of damaged or lost items, and the Claim Form you will be asked to complete is unambiguous to facilitate fast settlement. None of that comes by accident, because **the Underwriter’s representative specializes in international shipments of household goods and personal effects**.



It is important, however, that you give immediate notice of your intention to file a claim. You should do so by writing to the Settlement office at the address shown on the Initial Notification form. Alternatively, you may write to this Asian Tigers office or the Asian Tigers' agent who delivered your shipment. **It is the policy's condition that you give written notice within the time limits specified in the Terms and Conditions.**

Use the Claim Form provided herein to submit your claim. The form is self-explanatory but help is always available from the Claims Adjuster. **In many situations, completing the Claim Form within the specified time will be the final step towards the settlement of your claim.**

The Risk Management Policy

WHY SHOULD I PURCHASE TRANSIT INSURANCE?

Protecting your personal belongings against the possibility of loss or damage is a prudent decision whether you are at home or preparing for an overseas relocation. Be aware that your mover has a limited liability per pound, per article, per the Bill of Lading. It is unlikely that this limited liability would provide adequate protection to repair or replace your goods in the event of damage or loss. Also, your personal insurance policies (homeowners, renters or automobile policies) likely provide very limited, if any, coverage for your goods while they are in transit or located in a foreign country. Finally, despite the best efforts of your mover and their world class moving partners, there are many inherent risks in overseas transit. Purchasing insurance for the unforeseeable contingency makes good sense.

WHAT DOES THE POLICY COVER AND WHAT DOES IT EXCLUDE?

You are being offered "Comprehensive" coverage on a door-to-door basis subject to the terms and conditions contained in this guide. Specific exclusions are identified and explained. Coverage may be limited if you do not use the services of your mover on a door-to-door basis. Packed by Owner goods are not covered.

HOW DO I ARRANGE THIS COVERAGE?

Please read this guide. It will help you to complete the insurance application correctly. Once you have determined the value of your shipment, return the completed Application Form to your mover. The mover will then arrange to issue evidence of insurance in the form of a Confirmation of Insurance. Please ask your mover when and how you will be receiving this confirmation.

WHAT SHOULD I KNOW BEFORE COMPLETING THE APPLICATION FORM?

Please consider that, in the event of loss or damage to articles in your shipment, you will most likely be repairing or replacing these articles at destination. If your shipment is destined to the United States, replacement costs of goods of like, kind, and quality could be less than those in your origin country. Conversely, the costs to replace goods outside the United States could be significantly greater. Many times your employer can assist in determining how to value your household items for insurance purposes.



Coverage can be provided for most lawful items normally associated with the contents of your residence. **Do not declare a value for living things, perishables, money, securities, valuable papers, documents or data stored on tapes or disks as these items are excluded from coverage.** Also, since reimbursement for items of sentimental value is limited to the estimated re-sale value of such items, do not overvalue them. We recommend you carry these items or simply do not ship them.

You are encouraged to carry jewellery and furs with you. However, should you elect to include these items in your shipment, please be aware that coverage is limited to a combined total of US\$5,000 for jewellery, stamp or coin collections and furs. Further, these items must be very specifically declared and valued on the application form. **Proof of valued and/or ownership will be required.**

HOW DO I DETERMINE THE AMOUNT OF INSURANCE PROTECTION I WILL NEED?

There are two standard options to this insurance coverage:

1. Detailed Inventory Valuation

Provide a full inventory of items within your residence and value them at the estimated replacement cost at destination. You may either use the form which has been provided or you may utilize any form you have available including inventories contained in various computer programs. Please note that the insurance premium is based on the value of the items declared. If items are not declared and valued, there is no coverage for them if they are lost or damaged. If you do not find an appropriate category on the application form, please take advantage of the blank spaces provided or attach a separate list showing these items and their values.

If you have items within a category that have dissimilar values, you should utilize the "other" category to declare the items and values individually. If you note that there are 3 items in a category and declare the total value to be \$7,500, we will consider the value of each item to be \$2,500. If, however, one of those items has a value of \$5,000, you will want to separately declare that item so we can reimburse you accordingly in the event of loss or damage to that article.

Items of high value such as but not limited to art works, antiques, silver or goldware and pianos with individual values at or above US\$1,500, will require proof of valued (appraisal or invoice). Clothes, shoes and/or handbags with individual values at or above US\$1,500 will require proof of purchase.

2. Lump Sum Valuation

An alternative method of valuation is to apply the value of not less than US\$3,000 per cubic metre, any individual item valued in excess of US\$1,500 must still be listed and declared separately, in addition to the suggested value of US\$3,000.



If you are satisfied that the amount you selected represent the true replacement value of your shipment, declared that amount for insurance making sure to provide a valued listing of the HIGH VALUE ITEMS. If you deliberately under value your shipment, the co-insurance penalty contained in the policy could be involved. Please see the following box for explanation.

IMPORTANT!

There is a common misconception that you may select any level of insurance protection you desire and that your shipment will be insured up to that amount. This is true if you sustain a *total* loss but not true if you have a partial loss. Here is an example:

If you determine the replacement cost of your shipment to be \$150,000 but only declare a value of \$75,000 for insurance purposes, your claim would be settled for \$75,000 if your shipment was a total loss. If, however, an item within your shipment valued at \$1,000 was destroyed, you would only be entitled to receive 50% of its value since your shipment was insured for 50% of its true replacement value. This is known as the 100% co-insurance clause and is included in the terms and conditions of this insurance.

WHAT ARE ITEMS OF HIGH VALUE?

Antiques, crystal, silver, oriental and valuable carpets, paintings, pianos, electronics and other fine art pieces, statuary, etc., are examples of valuable articles. If they are worth more than US\$1,500 per item or per set declare value, proof valued and/or ownership (appraisal or invoice) will be required. Clothes, shoes and/or handbags with individual values at or above US\$1,500 will require proof of purchase.

HOW DO I PROVIDE VALUES FOR SIMILAR ITEMS?

To save time, you can **group items of similar type and value.**

For example, if you have 10 chairs in your dining room and each has a replacement value of \$200, your list would show:

ARTICLE	QTY	REPLACEMENT VALUE
Chairs (Dining Room)	10	\$2,000

However, if you have two sets of dining room chairs and the chairs in 1 set (of 6 chairs) have a replacement value of \$300, you would list them as follows:

ARTICLE	QTY	REPLACEMENT VALUE
Chairs (Dining Room)	6	\$1,800
Chairs (Dining Room)	4	\$800

Grouping is also useful for combining **similar items in large quantities and with relatively low values.** For example, 'cookware', 'books', 'toys' and similar sets may be declared in one line with the total value for each such group.



WHAT IF I WERE TO UNDER DECLARE THE VALUE?

Do not under-declare the value of your goods. Obviously, this defeats the purpose of replacement value protection. If you fail to insure a fair replacement value for your goods at destination, any claims settlement will be reduced by the shortfall between the declared value and the actual replacement value. By way of example, if you under-declare an item by 50%, the Insurer could reduce the settlement by the same percentage.

Do not be selective and insure certain items only. Insurer will not accept your enrolment on certain items only as the protection unfairly selects against the Insurer, who is providing coverage based on a wide spread of risks associated with the household goods.

WHAT IF I WILL BE SHIPPING MY AUTOMOBILE, CAMPER, TRAILER, MOTORCYCLE OR BOAT?

These items are to be valued in a slightly different fashion than household goods. You should declare what it would cost to purchase a similar item at destination taking into consideration the age and condition of your automobile, motorcycle, or boat. Please note that the value of imported autos, motorcycles, or boats may be considerably greater than the value at origin.



The value of non-factory installed accessories must be listed separately as they can affect the true value. Examples of such items include: sound systems, security systems, special tires/wheels, or motors (for boats). When you release your vehicle to the moving company, make sure a “certificate of condition” is completed and agreed to. This will be the proof of the condition of your vehicle at the time you surrendered it to them. When your auto is received at destination, you should compare this original form to the condition of the auto when received and note any differences in writing.

Note that your vehicle should not be used as a packing container. Items packed within the auto are specifically excluded from this insurance protection. **Electrical and Mechanical derangement is excluded from vehicles, boats or motorcycles.**



WHEN DOES THIS INSURANCE PROTECTION BEGIN?

Provided you have already requested insurance protection from your mover, coverage begins at the time the movers begin packing your shipment. If your goods were already packed or in storage at the time you requested insurance protection, coverage begins at the time your mover receives your request to arrange insurance on your shipment.

WHEN DOES THIS INSURANCE PROTECTION END?

If you have requested your mover to arrange transportation on a door-to-door basis, coverage continues through the ordinary course of transit until your shipment is delivered and unloaded at your new residence. If your shipment is placed in storage for greater than the storage period provided in your policy, you should extend your coverage and remit the appropriate premium to keep coverage in effect. If the mover unpack your shipment within 14 days of its arrival, coverage will remain in effect for the unpacking process.

If you have contracted with your mover to provide services on a door-to-port basis, coverage will cease when your shipment arrives at the port.

WHAT IS A DEDUCTIBLE?

Your coverage may be subjected to a deductible if items are not adequately insured or selectively insured. It can also be imposed if conditions of goods to be insured were subjected to high degree of existing wear and tear.

WHAT IS LIMITED COVERAGE ONLY (RESTRICTED CONDITIONS)?

This is limited insurance protection available at a lower cost. It is not Comprehensive protection. It primarily protects you in case the ship sinks, is stranded, involved in a collision, the shipment falls overboard, is involved in a fire or is damaged as a result of an accident or overturn of the truck carrying your shipment during the course of transit. Generally these situations will result in the total loss of your shipment and it is in these instances when a claim would be paid under this option. It does not cover breakage, marring, scratching, denting, missing items, pilferage or theft.

In insurance language, this type of loss means the **total loss** or destruction of the entire insured consignment.



ARE THERE ANY LIMITS OR EXCLUSIONS TO THIS COVERAGE OF WHICH I SHOULD BE AWARE?

YES. In addition, some of these exclusions can be “bought back” for an additional premium in the event they are not automatically included in your coverage. Check with your mover regarding the additional coverage. An explanation of the effect of these exclusions and the benefit of the “buy-back” is provided.

Like all insurance policies, this insurance contains exclusions. These exclusions are consistent with those found in your personal insurance policies. Please refer to the terms and conditions of the policy for the official policy language. **However, be especially aware of the following exclusions:**

- Breakage, scratching, denting, chipping, staining and tearing of goods you packed yourself.
- Damage caused by wear and tear or gradual deterioration, perishables, sentimental value, wrinkle clothing, loss in value and loss in data.
- Loss or damage caused by inherent vice, moths, or changes in atmospheric or climatic conditions.
- Depreciation in value caused by substandard repairs.
- Radiation or radioactive contamination
- Pairs & Sets: The standard policy will pay only for that part of a pair or set that is actually damaged or lost.
- Mechanical Breakdown: The standard policy excludes coverage for equipment that is discovered to be inoperable at your destination unless there is clear evidence of damage to the item itself or the shipping container.
- Mold & Mildew: The standard policy excludes coverage for damage to items caused by mold or mildew resulting from a change in atmospheric conditions during transit.
- Consequential Loss: This policy will not cover consequential losses arising from the delay, damage or non-delivery of your consignment.
- Underwriters maximum liability is US\$1,500 for missing cartons if value and contents cannot be proven.
- Act(s) of Terrorism causing loss of or damage to your personal property while in transit or storage.

Note: A full explanation of the limits and exclusions, and denials of responsibility can be found in the Terms and Conditions of the policy. We strongly suggest you familiarize yourself with them.

OPTIONAL COVERAGES

You have the option to elect these coverages. There may be an additional charge. Please consult with your mover for these charges. **These options are available for your household goods only.** They are not available on your automobile, boat, camper or motorcycle. **None of the Optional Coverage options are available for Permanent Storage shipments.**



ASIAN TIGERS
MOBILITY

Pairs & Sets

When an item is part of a pair or set, the standard policy will only pay for those specific items that suffer loss or damage. No payment will be made for the other articles or for the reduced value of the pair or set.

Example: A three piece furniture set, comprised of one sofa and two chairs, is included in your shipment. One of the chairs is damaged and requires upholstery. Payment will only be made for the cost of repair to the damaged article, with no consideration for a possible reduction in value of the set.

Example: If an item from a pair or set is lost, payment would be made only for the lost item with no consideration given to the possible reduction in value of the pair or set.

Why should I consider purchasing this coverage?

In the event of loss or damage to any item or items forming a pair or set, consideration will now be given for the fair reduction in value of the pair or set, taking into consideration the importance of the lost or damaged item to the pair or set.

Mold and Mildew

The standard insurance policy does not cover your belongings for loss or damage caused by a change in atmospheric conditions (humidity) during the course of transit which can cause mold or mildew, for example. Despite the best efforts of your mover to protect your goods from this type of damage, there are certain climatic zones in the world where this type of situation may likely to occur.

Why should I consider purchasing this coverage?

In the event of loss or damage resulting from a change in climate or atmospheric conditions, coverage can now be extended to cover your goods for mold and mildew. This coverage option is only available if your goods are professionally packed and reimbursement is limited to 75% of the insured value of the shipment.

Electrical or Mechanical Derangement (Breakdown)

Upon arrival at destination, occasionally an electrical or mechanically operated item will prove to be inoperable. Unless there is clear sign(s) of damage to the item or its shipping container, the standard policy will not cover this loss. This situation generally manifests itself with computer equipment, stereo systems or other devices where intricate components and circuitry are affected by the constant motion inherent in an international shipment.

Why should I consider purchasing this coverage?

Coverage will now be extended to include loss or damage to electrical/mechanical items where no clear evidence of damage to the item or its shipping container is visible. It is important to note, however, that this coverage only applies to items 6 years old and newer and also to those items that have been professionally packed in accordance with manufacturers' specifications, where possible.



HOW DO I KNOW IF MY GOODS ARE INSURED?

The Confirmation of Insurance (specimen included herein) certifies the Insurer's acceptance of the risks you wish to insure. The document summarises the information you have given to us for the purpose of arranging insurance on your behalf. Please check the details, especially the total insured value you have declared in the Application Form.

Finally, this document also gives you the contact details of the company that administers your Risk Management policy and settles any claim you may have to file. We recommend that you keep the Confirmation of Insurance with your most important personal documents.

WHAT IF MY GOODS ARE STORED AT ORIGIN OR AT DESTINATION?

The policy provides coverage for 60 days at origin and/or 60 days at destination, commencing from the first day of storage at that location, and provided your shipment is stored in a commercial, enclosed warehouse. Coverage can be extended for an additional period by the payment of additional charge. If your shipment is expected to be in storage for more than 60 days at origin and/or at destination, please notify your mover to arrange for a storage extension. Note that coverage cannot be extended when your shipment is placed in a self-storage warehouse.

Please note that you, the Owner, are responsible for notifying the policy issuing office of any storage extension requirements, so that arrangements can be made to extend the cover of the policy. Additional costs may be incurred, which will be to your account. Failure to notify the issuing office in writing of your storage cover needs may leave the goods uninsured.

WHAT SHOULD I DO IF I HAVE A CLAIM?

While the vast majority of shipments arrive without loss or damage, sometimes loss or damage will occur. When you receive the Confirmation of Insurance from your mover, it will contain a Claim Form and instructions to follow in case there is damage to your shipment.

In case you become aware of loss or damage before you receive your Confirmation of Insurance, please follow these procedures:

1. Take steps to minimize any loss.
2. E-mail claims@asiantigers-singapore.com advising that you have damage to your shipment.
3. We will immediately e-mail claims instructions and form to you.



Willis Relocation Risk Group

Reading the information contained in this application form will greatly assist you in understanding the insurance process and in determining the amount of insurance you should purchase for the transit of your household goods.

Remember the following:

- Items not declared and valued are not insured.
- Take into consideration what your items will be worth at your new residence, not what they're worth before they're shipped.
- If you are shipping a car, do not use it as a shipping container. The car can be damaged by items shipped in it.
- Even if you are not purchasing insurance through your mover, please complete and sign the bottom portion of the application so that your mover knows your intentions.
- Please return the signed form to K. C. Dat before your shipment departs.

Please select your insurance valuation approach accordingly.

1. Detailed Inventory Valuation

Provide a full inventory of items within your residence and value them at the estimated replacement value at destination. You should list all items going into your shipment and value them individually. Items not declared will not be covered. Do not be selective and insure certain items only. The Insurer will not accept your enrolment on certain items only as the protection unfairly selects against the Insurer, who is providing coverage based on a wide spread of risks associated with household goods.

2. Lump Sum Valuation

For this coverage, your shipment will be valued at US\$ 3,000.00 per cubic metre, plus the additional valuation for individual items worth more than US\$ 1,500.00. The minimum volume accepted for this valuation is 1 cubic metre. Unique or unusually valued items (e.g. antiques, crystal, silver, handwoven carpets, paintings and other fine art pieces) should be listed and valued separately. The same applies for any other item worth more than US\$ 1,500.00. The valuation for high-value items comes on top of the US\$ 3,000.00 per cubic metre calculation. The estimated shipment volume is shown in our relocation proposal. After the shipment has been packed, we will revise the insured value based on the actual volume.



COMPREHENSIVE PROTECTION TERMS AND CONDITIONS

(Subject to the Provisions of an Open Marine Cargo Policy Issued by AXA Corporate Solutions Assurance, UK Branch)

PROPERTY COVERED

Household Goods and Personal Effects, Antiques, Fine Arts and Motorized Vehicles as declared and valued on this and supporting documents.

COVERAGE

Professionally Packed:

All Risks of physical loss or damage subject to the version of the following London Institute Clauses current at the time of commencement of transit: Cargo (A), War, Strikes, Classification Clause, Radioactive Contamination Exclusion, Chemical, Biological, Bio-Chemical, Electromagnetic Weapons Exclusion Clause, Cyber Attack Exclusion Clause, Insolvency Exclusion Amendment, Termination of Transit Clause. For the purposes of general average contribution and salvage charges recoverable hereunder, the effects insured shall be deemed to be insured for their full contributory value. Pre-existing damages must be noted at origin by Packing Agent.

Owner Packed Goods - As above but excluding:

Breakage, scratching, denting, chipping, staining and tearing of owner packed effects unless directly caused by fire, stranding, sinking or collision of the vessel or collision or overturn of transporting land conveyance. Also excluding claims for missing items of owner packed cartons or packages unless an itemized valued list of contents of each carton or package is supplied by the owner prior to commencement of transit.

Restricted Conditions:

Where this Confirmation of Insurance is issued subject to Institute Cargo Clauses (B), and War, Strikes, Classification Clause, Radioactive Contamination Exclusion, Chemical, Biological, Bio-Chemical, Electromagnetic Weapons Exclusion Clause, Cyber Attack Exclusion Clause, Insolvency Exclusion Amendment, Termination of Transit Clause. The goods are covered against the following perils only:

- Loss of or damage to the subject-matter insured reasonably attributable to fire or explosion; vessel or craft being stranded, grounded, sunk or capsized, overturning or derailment of land conveyance; collision or contact of vessel craft or conveyance with any external object other than water, discharge of cargo at a port of distress.
- Loss of or damage to the subject-matter insured caused by general average sacrifice jettison.
- Theft or loss of an entire package or consignment during the course of loading, transhipment or discharge.
- Cover can be extended to include risk of water damage when specified on this Confirmation of Insurance.
- Including risks of jettison, loss and washing overboard.

EXCLUSIONS

This Insurance **does not** cover:

1. Loss or damage caused by gradual deterioration, wear and tear, atmospheric or climatic conditions (see optional coverage), perishables, sentimental value, inherent vice, vermin, and/or moth damage, wrinkle clothing, loss in value, delay, loss of data and any losses that are not directly associated with the incident that causes a claim, unless specifically stated in this Policy (consequential loss).
2. Jewelry, precious stones, stamp or coin collection and furs unless declared and valued, but subject to a limit of US\$5,000 (total full contents) any one transit. Money, securities, and loss of data from any CD Rom, floppy disk or other means of electronic storage are excluded absolutely. Proof of value and ownership will be required in the event of a claim.
3. Loss of or damage to an automobile while being driven under its own power except while on premises of the port or while being driven by an authorized driver who is an employee of the freight forwarder or his agent in direct furtherance of the transit.
4. Loss or damage caused by scratching, denting or marring of motorized vehicles unless the forwarder and the owner both agree and sign a "certificate of condition" or similar document stating the condition of the automobile prior to shipment, noting all defects. Non-factory installed accessories not specifically declared and valued for insurance. Goods packed in autos.
5. Mechanical Derangement, mold and mildew and batteries to an automobile are excluded.
6. Termination of Transit Clause.

GENERAL CONDITIONS

1. **Valuation Clause:** The household goods and personal effects insured must be valued either:

- A. At the replacement cost at destination supported by a full valued inventory. Items not declared and valued are not covered. **OR**
- B. At the replacement cost of entire shipment at destination as supported by a declared value in no instance less than US\$3,000 per cubic metre of the shipment **plus** the value of all items worth US\$1,500 or more. **Further, the insured must provide a valued listing of all items valued over US\$1,500 per item or set; otherwise, reimbursement could be limited to that amount.**

Items with individual values above US\$1,500 will require proof of value (appraisal or invoice) in the event of a claim. Clothes, shoes and/or handbags with individual values at or above US\$1,500 will require proof of purchase.

Valuation of Motorized vehicles etc.: Motorized vehicles must be declared and valued at their full cost of replacement at destination with another of the same year, make, model and condition.

High Value Items above US\$5,000: Items valued at or above US\$5,000 will require a conditions report from Origin or photos to document the conditions before packing. If this information is not provided, high value items could be limited to a settlement of US\$1,500 in the event of a claim.

2. **100% Co-Insurance Clause:** If you fail to insure for the full replacement value of goods at destination, you will be only entitled to recover from Underwriters the proportion of the loss as the declared value bears to the total value of the property you shipped.
3. **Pairs & Sets Clause:** Where any item is part of a pair or set, Underwriters will only pay for the actual parts which are lost or damaged. No payments will be made for articles that are not damaged.
4. **Payment of Premiums:** Underwriters shall only liable to settle a claim recoverable under the terms of this insurance provided the Broker confirms that insurance

premiums have been paid. In the event that the Broker advises premiums are outstanding, Underwriters will settle a valid claim once premiums have been paid.

5. **Duration of Transit Clause:** This insurance begins from the time the items you have declared for insurance are professionally packed and picked up for the commencement of transit and continues during the ordinary course of transit until the insured property is professionally delivered to the destination specified on the insurance confirmation. If the goods are professionally unpacked, coverage is extended to cover that unpacking provided it is done within 14 days of delivery. **The policy also provides coverage for 60 days at origin and/or 60 days at destination, commencing from the first day of storage at that location, and provided your shipment is stored in a commercial, enclosed warehouse (Not self-storage units) without additional charge. Underwriters agree to extend this insurance for storage beyond the free 60 day period (at origin and/or destination) on a monthly basis for additional premium. This premium must be received prior to the expiration of the 60 days.** If your shipment is not arranged on a door-to-door basis by the moving company, this insurance coverage ceases at the time the involvement of the moving company or their agent ceases. For shipments that have been in storage before instructions to move them were given to the moving company, this insurance begins at the time the mover/forwarder receives the request for insurance. In the event of war or warlike actions, coverage may be limited according to the terms of the War Clauses.
6. **Service of Suit Clause.** This insurance shall be governed by and construed in accordance with the laws of England & Wales. Any dispute arising out of or in connection with it shall be subject to the exclusive jurisdiction of the courts of England & Wales.
7. **General Average/Salvage/Collision:** We will defend you against marine claims for contribution in General Average, Salvage or contractual "Both to Blame Collision" clause liabilities, up to the Declared Value, except for those arising from a cause not protected by these terms and conditions, according to the contract of carriage, applicable law and practice, by counsel we select. We will decide whether to defend such claims or to settle them. If we decide to settle such claims we will pay such settlements or proper claims determined against you.
8. **Subrogation Clause:** The Underwriters shall be subrogated to the extent of their payment for losses insured hereunder to all the insured's rights of recovery against any person or organization, excepting the freight forwarder or mover who issued this document.
9. **Other Insurance:** This insurance does not cover to the extent of any other insurance, whether prior or subsequent hereto in date and by whomsoever effected, directly or indirectly covering the same property and the Underwriters shall be liable for loss or damage only for the excess value beyond the amount due from such other insurance.
10. **Claims Notification:** In the event of loss or damage which may give rise to a claim under this insurance, immediate notice must be given in writing to Underwriters' representatives. It is a condition precedent to Underwriters' liability under this insurance that all claims are notified within 30 days after delivery or 30 days after scheduled delivery in the event of non-delivery. Further it is understood that presentation of claim in its entirety after notice will be in a timely fashion not to exceed 60 days from the date of such notice.
11. Underwriters shall be entitled at their option to repair or offer an appearance allowance at their discretion for loss or damage (whether wholly or in part) or to pay cash not exceeding the insured value thereof. **Underwriters also have the right to request proof of value, ownership or original receipts or appraisals for any item claimed. If this is not provided, Underwriters have the right to limit liability.**
12. Where settlement amounts to the full protected value of a damaged article, Underwriters reserve the right to salvage such article as property of the Insurers.
13. An Appearance allowance may be offered for items that do not constitute a constructive total loss but cannot be fully restored.
14. Underwriters maximum liability is US\$1,500 for missing cartons if value and contents cannot be proven.
15. **Deductible:** If a deductible is stated on the front of this Confirmation that sum shall be deducted from any adjusted claim for loss or damage.
16. **Fraud: If the Insured or anyone acting on its behalf makes a claim which is fraudulent and/or intentionally exaggerated and/or supported by a fraudulent statement or other lie, the Insured shall not be entitled to any benefit under this policy whether in respect of the fraudulent claim or otherwise. The Insurer shall be entitled to recover from the Insured any amounts already paid in respect of fraudulent claim.**
17. **Optional Coverage Extensions:** In the event you elect to purchase any of the following additional coverage in the Application for Insurance, this coverage shall apply to property professionally packed by your booking agent or their contractor in accordance with the corresponding following terms and conditions.
Mold and Mildew Risks
To include loss or damage to the interest insured, howsoever arising, subject to the goods being professionally packed. Underwriters' maximum liability shall not exceed 75% of the sum insured for any one consignment. This limitation shall not apply to claims arising from external water damage. Coverage is excluded from Motorized Vehicles.
Electrical and Mechanical Derangement (Excluding Motorized Vehicles)
To include loss of damage to the interest insured which is caused by electronic and/or electrical and/or mechanical derangement provided the interest insured is not exceeding six years old. Subject to the goods being professionally packed.
Pairs and Sets
In the event of loss or damage recoverable to any item or items forming part of a pair or set, the indemnity afforded by this policy shall be limited to the reasonable and fair reduction in value of the pair or set by reason of the loss or damage to the affected items having regard to the importance of the affected items within the pair or set. All the articles constituting the pair or set shall, at Underwriters' option, become their property in the event that the Underwriters agree to pay the total loss of the pair or entire set.

In addition to the Comprehensive Protection Terms and Conditions, the following Terms and Conditions will also apply to Permanent Storage Insurance Coverage

PROPERTY COVERED

Household Goods and Personal Effects, Antiques, Fine Arts, Automobiles, Boats, Motorcycles, Campers and Trailers as declared and valued on this and supporting documents.

COVERAGE

Professionally Packed:

All Risks of physical loss or damage subject to the version of the following London Institute Clauses current at the time of commencement of transit: Cargo (A), War, Strikes, Classification Clause, Radioactive Contamination Exclusion, Chemical, Biological, Bio-Chemical, Electromagnetic Weapons Exclusion Clause, Cyber Attack Exclusion Clause, Insolvency Exclusion Amendment, Termination of Transit Clause. For the purposes of general average contribution and salvage charges recoverable hereunder, the effects insured shall be deemed to be insured for their full contributory value. Pre-existing damages must be noted at origin by Packing Agent.

Owner Packed Goods - As above but excluding:

Breakage, scratching, denting, chipping, staining and tearing of owner packed effects unless directly caused by fire, stranding, sinking or collision of the vessel or collision or overturn of transporting land conveyance. Also excluding claims for missing items of owner packed cartons or packages.

EXCLUSIONS

This policy **does not** insure:

- Accounts, bills, deeds, evidences of debt, letters of credit, passports, documents, and railroad or other tickets, securities, notes, currency, money, numismatic and philatelic property, jewellery, watches or precious stones.
- Loss or damage caused by gradual deterioration, wear and tear, atmospheric or climatic conditions, mold and mildew, perishables, sentimental value, inherent vice, vermins, insects and/or moths damage, mechanical derangement, wrinkled clothing, loss in value, delay, loss of data and any losses that are not directly associated with the incident that causes a claim, unless specifically stated in this Policy (Consequential loss).
- Depreciation arising from inadequate or substandard repairs or restoration of a damaged item.
- Loss or damage caused by scratching, denting or marring of automobiles unless the forwarder and the owner both agree and sign a "certificate of condition" or similar document stating the condition of the automobile prior to storage, noting all defects. Non-factory installed accessories not specifically declared and valued for insurance. Goods packed in autos. Mechanical, Electrical and/or Electronic Derangement/Malfunction, mold and mildew and dead batteries to an automobile are excluded from coverage.
- Loss or damage caused by or resulting from: (1) hostile or warlike action in time of peace or war, including action in hindering, combating or defending against an actual, impending or expected attack: (a) by any government or sovereign power (de jure or de facto), or by any authority maintaining or using military naval or air forces; or (b) by military, naval or air forces; or (c) by an agent of any such government, power, authority or forces; (2) any weapon of war employing atomic fission or radioactive force whether in time of peace or war; (3) insurrection, rebellion, revolution, civil war, usurped power, or action taken by governmental authority in hindering, combating or defending against such as occurrence, seizure or destruction under quarantine or customs regulations, confiscation by order of any government or public authority, or risks of contraband or illegal transportation or trade;
- Loss by nuclear reaction or nuclear radiation or radioactive contamination, all whether such loss be direct or indirect, proximate or remote, or be in whole or in part caused by, contributed to, or aggravated by the peril(s) insured against in this Policy; however, subject to the foregoing and all provisions of this Policy, direct loss by fire resulting from nuclear reaction or nuclear radiation or radioactive contamination is insured against by this Policy.

GENERAL CONDITIONS

- Underwriters shall be entitled at their option to repair or replace any article lost or damaged (whether wholly or in part) or to pay cash not exceeding the insured value thereof. Underwriters may require proof of ownership, and/or value of any item claimed.
- Breakage, scratching, denting, chipping, staining and tearing of owner packed effects, but excluding claims for missing items of owner packed containers unless an itemized valued list of contents is supplied by the owner prior to storage.
- Valuation Clause:** The household goods and personal effects insured must be valued at an amount equal to US\$3,000 per cubic metre. **Further, the insured must provide a valued listing of all items valued at or over US\$1,500 per item or set; otherwise reimbursement could be limited to that amount. You are responsible to provide Proof of Value for all items valued above US\$1,500.**

Automobiles, campers, boats, motorcycles and trailers must be valued at the cost to replace the item at destination with another of the same year, make and model.

High Value Items above US\$5,000: Individual items valued at or above US\$5,000 will require a conditions report prepared at Origin or photos to document the conditions before packing. If this information is NOT provided, high value items could be limited to a settlement of US\$1,500 in the event of a claim.

4. Valuation and Co-insurance

- Insurers shall not be liable beyond the actual cash value of the property insured hereunder at time and place of loss or damage, which shall be understood to be the amount it would cost to repair or replace the goods or merchandise, lost or damaged, with material of like kind and quality, with the proper deduction for depreciation, however caused, but in no event shall Insurers be liable beyond the amount declared by the Certificate Holder. In the event the actual cash value of the property insured being in excess of the amount declared, it is agreed that the Certificate Holder shall be regarded as his own insurer for the difference, and shall bear that proportion of any loss which the uninsured amount bears to the actual cash value of the said property.
 - It is understood and agreed that under "Valuation and Co-Insurance", the words "replacement cost without deduction for depreciation" may be substituted for the words "actual cash value" provided the goods are covered for a minimum of US\$3,000 per cubic metre plus high value items or sets valued at US\$1,500 or more are listed and added to the total value. Items with individual value above US\$1,500 will require proof of value (appraisal or invoice) in the event of a claim. Clothes, shoes and/or handbags with individual values at or above US\$1,500 will require proof of purchase.
 - 100% Co-Insurance Clause:** If you fail to insure for the full replacement value of goods at destination, you will be only entitled to recover from Underwriters the proportion of the loss as the declared value bears to the total value of the property you shipped.
- Service of Suit Clause:** This insurance shall be governed by and construed in accordance with the laws of England & Wales. Any dispute arising out of or in connection with it shall be subject to the exclusive jurisdiction of the courts of England & Wales
 - Subrogation Clause:** The Underwriters shall be subrogated to the extent of their payment for losses insured hereunder to all the insured's rights of recovery against any person or organization, excepting the freight forwarder or mover who issued this document.
 - Other Insurance:** This insurance does not cover to the extent of any other insurance, whether prior or subsequent hereto in date and by whomsoever effected, directly or indirectly covering the same property and the Underwriters shall be liable for loss or damage only for the excess value beyond the amount due from such other insurance.
 - Claims Notification:** In the event of loss or damage which may give rise to a claim under this insurance, immediate notice must be given in writing to Underwriters' representatives. It is a condition precedent to Underwriters' liability under this insurance that all claims are notified within 30 days after delivery or 30 days after scheduled delivery in the event of non-delivery. Further it is understood that presentation of claim in its entirety after notice will be in a timely fashion not to exceed 60 days from the date of such notice.
- Claims Settlement**
 - Underwriters shall be entitled at their option to repair or offer an appearance allowance at their discretion for loss or damage (whether wholly or in part) or to pay cash not exceeding the insured value thereof.
 - Underwriters also have the right to request proof of value, ownership or original receipts or appraisals for any item claimed. If this is not provided Underwriters have the right to limit liability.**
 - Where settlement amounts to the full protected value of a damaged article, Underwriters reserve the right to salvage such article as property of the insurers.
 - An **Appearance allowance** may be offered for items that do not constitute a constructive total loss but cannot be fully restored.
 - Underwriters maximum liability is US\$1,500 for missing cartons if value and contents cannot be proven.**
 - Deductible:** If a deductible is stated on the front of this Confirmation that sum shall be deducted from any adjusted claim for loss or damage.
 - Fraud:** If the Insured or anyone acting on its behalf makes a claim which is fraudulent and/or intentionally exaggerated and/or supported by a fraudulent statement or other lie, the Insured shall not be entitled to any benefit under this policy whether in respect of the fraudulent claim or otherwise. The Insurer shall be entitled to recover from the Insured any amounts already paid in respect of the fraudulent claim.

Willis

Relocation Risk Group

Confirmation Of Insurance

Ref No: _____

For Marine insurance underwritten by certain Underwriters at AXA Corporate Solutions Assurance, UK Branch covering the shipment of household goods, personal effects, antiques, fine arts, automobiles, boats, motorcycles, compares and trailers as declared and valued on application form

Insured (Owner) _____ Date Packed _____

Company _____

Shipped From _____ Shipped To _____

Origin Agent _____

Destination Agent _____

Insured valued of the following :-



Household goods



Automobile/Boats/Motorcycles

Total Insured Value _____

Currency

Shipment transported by Sea Air Overland Domestic Move

The named insured has Provided a complete valued inventory which must be equal to the replacement cost at destination of the effects to be insured.

All items have been professionally packed. Number of Cartons packed by Owner _____

Optional extended coverage Mold and Mildew

Pairs and Sets

(Please tick box if required)

Electrical and Mechanical Derangement
(excluding automobiles & electrical items exceeding 6 years old.)

All claims under this insurance are subject to a deductible of

Prepared By _____

Authorised Signature
(Not applicable for e-mail copy) _____

Insurance Reference Number _____

Date Prepared _____

HOW TO FILE A CLAIM

A) CLAIM NOTIFICATION

In the unfortunate event that you need to make a claim for goods which have been lost or damaged in transit, please send the Initial Notification Form (included herein) to the following Claim Settlement Office within 30 days after delivery/schedule delivery in the event of non-delivery.

For All Claims

K. C. Dat (S) Pte Ltd
6 Lok Yang Way
Singapore 628625

Tel: (65) 6261 8116
Fax: (65) 6381 6687
Email: claims@asiantigers-singapore.com

Please be advised that failure to notify loss/damage within the time limits specified above is likely to prejudice your claim.

B) CLAIM DOCUMENTATION

In order for the Insurance Company to expedite your claim, please forward the following documents to the above Claim Settlement Office, within 60 days of your initial notification.

1. Completed Claim Form (Refer to attached)
2. Confirmation of Insurance
3. Written professional repair estimates. Where items are beyond repair this must be confirmed in writing by the Repairer, together with a replacement estimate for the nearest equivalent item.
4. Photographs of the damaged items
5. Copy of the "Application for Comprehensive Protection" Form.
6. Packing list
7. Copy of the form you signed when you took possession of your goods (Delivery Receipt)

Compliance with these procedures will allow your claim to be processed in a timely manner.

WARNING: PLEASE NOTE THAT IF THE CLAIM BE IN ANY RESPECT FRAUDULENT AS REGARDS AMOUNT OR OTHERWISE, ALL BENEFITS UNDER THIS INSURANCE WILL BE FORFEITED.

Attention: Claims Department
K. C. Dat (S) Pte Ltd
Fax: (65) 6381 6687
Email: claims@asiantigers-singapore.com

INITIAL NOTIFICATION

Immediately upon discovering loss or damage, complete the following information and forward to the email address or fax number shown above.

This form will serve to notify us of your intent to file a claim.

Please note that initial notification must be completed within 30 days after delivery of your goods.

A Name: _____
Address: _____

Tel/Fax: _____
E-Mail: _____

B Confirmation of Insurance No / Job No.: _____
Name of the Remover you contracted with: **K. C. DAT (S) PTE LTD**

C **Please list below all items you intend to claim for and include details of the nature of loss/damage sustained to each item i.e. breakage, pilferage, water damage etc. Please use an additional sheet if necessary.**

ITEM	NATURE OF LOSS/DAMAGE	APPROX. COST OF REPAIR/REPLACEMENT

Note: If the currency for the amount claimed differs from the currency in which you insured your goods, the exchange rate applied will be that which was prevalent at the time the Confirmation of Insurance was issued.

IMPORTANT: RETAIN DAMAGED ITEMS UNTIL YOUR CLAIM IS SETTLED.

If you are not in possession of a claim form, please tick this box.

Signed _____ Date _____

CLAIM FORM

Willis Relocation Risk Group

Confirmation of Insurance No.

Date Prepared (shown on above document)

Full Name:

Address:

Phone Residence:

Phone Business:

Fax: E-mail:

Date your goods were shipped?

Date goods were delivered to your residence?

Where and when did you discover your loss?
Date:

To whom did you first notify your loss?
Date:

Name of the Mover you contracted with:
K. C. DAT (S) PTE LTD

Category on Application Form	Description of item	No on Packing List	Please tick relevant column				Insured Value	Amount of Claim
			Missing	Broken	Chipped Scratched	Other (Please specify)		

Total amount claimed
(Please state the currency)

In order to prevent possible delays with your claim the following items should be forwarded with this claim form:

- Original Confirmation of Insurance.
- Copy of "Application for Comprehensive Protection" Form
- Written professional estimates for repair or replacement.
- Photographs of damaged items.
- Packing list.
- Copy of "Application for Comprehensive Protection" Form.

REIMBURSEMENT is requested in _____ (currency) by:

- Cheque to the address given above.
- or
- Bank transfer to:

Bank Name

Bank Address

Bank Account No.

Branch/Sort Code

Name of Account Holder

I certify that the claim presented is correct and truthful and that no material information has been omitted. I am only claiming for items lost/damaged during the move.

Signed: _____

Date: _____

Willis Relocation Risk Group

Suite 301 • 11240 Waples Mill Road • Fairfax, Virginia 22030 • USA
Phone: (703) 591-0093 Fax: (703) 591-1052 Email: WRRGCustomerService@Willis.com

Any enquiry or complaint should be addressed in the first instance to the Administrator (Willis Relocation Risk Group Claims Team).

If your complaint is against the insurers AXA Corporate Solutions Assurance, UK Branch alone, we will pass your complaint to their nominated contact within 24 hours. This will also happen if we believe that we cannot resolve your complaint without the involvement of AXA Corporate Solutions Assurance, UK Branch or there is any query relating to the complaint. The complaints procedure of AXA Corporate Solutions Assurance, UK Branch will then apply.

If you are still not satisfied, AXA Corporate Solutions Assurance, UK Branch are regulated by the Financial Conduct Authority whose arbitration service is the Financial Ombudsman Service, and you may be able to refer your complaint to them. However, the Financial Ombudsman Service will not adjudicate on any cases where legal action has commenced or where a final decision has not been issued.

Financial Ombudsman Service, Exchange Tower, London E14 9SR
Telephone: 0800 023 4 567
Email: info@financial-ombudsman.org.uk
Website: <http://www.financialombudsman.org.uk/default.htm>

Your rights as a customer to take legal action remain unaffected by the existence or use of any complaint procedures referred to above.

