



# Risk Management Guide



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 Lloyds of London 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.**



Move Management Specialists  
Move Management Specialists  
Move Management Specialists

## 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 “All Risks” 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, on the back page of the Application Form.

## 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.**

Move Management Specialists  
Move Management Specialists  
Move Management Specialists  
Move Management Specialists

# The Risk Management Program

**The following sections will assist you with the documentary requirements of the Risk Management program. Please ensure that you have read and understood the Terms and Conditions prior to taking up coverage under this program; this will help to avoid unnecessary surprises should you need to make a claim.**

## HOW TO DETERMINE THE AMOUNT OF INSURANCE PROTECTION

There are two kinds of valuation to this Risk Management program:

### 1. DETAILED INVENTORY VALUATION

Provide a full inventory of items within your residence and value them at the estimated replacement value 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, there will not be coverage for them should they be lost or damaged. If you don't 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.

### 2. LUMP SUM VALUATION

An alternative method of valuation is to indicate a lump sum value but this must not be less than US\$2,750 per cubic metre. Any item valued in excess of US\$1,500 must still be listed and declared on the valued inventory and is in addition to the minimum suggested value of US\$2,750 per cubic metre calculation basis. Further, the insured must provide a valued listing of all items of unusual or unique nature valued over US\$1,500 per item or set; otherwise, reimbursement could be limited to that amount.

Please note that no insurance cover is available for certain valuables that should never be part of a shipment. Please refer to the Exclusions section in this Risk Management Guide.

## UNIQUE OR UNUSUAL ITEMS

Antiques, Crystal, Silver, Oriental and valuable carpets, paintings and other fine art pieces, statuary, etc., are examples of unique or unusually valued items. If they are worth more than US\$1,500 per item or per set, declare and value them; otherwise, reimbursement could be limited to US\$1,500.



## GROUPS OF ITEMS

Each item, or group of items, must be valued individually. For the purpose of the Application Form, groups must consist of the same item (or type of item) and value. By way of example, if you have ten chairs for your dining table 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 one set (of six 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

"Groups of items" also has the meaning of combining similar items, especially those 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.

## THE IMPORTANCE OF REPLACEMENT VALUE

To determine the value of the goods we move to your new location, please remember that the Insured Value is based on Replacement Value at destination. You probably know, or can find out, the difference in the cost of living between your present and future location. For most items you ship, this difference in the cost of living will help you to value your goods. However, some items might not be available at your new location. In those cases you should allow for the cost of shipping a replacement item from another location to establish a fair replacement value.

## DECLARATION OF VALUE – 'DO NOT DO' TIPS

**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.



## INSURING MOTOR VEHICLES

For motor (and other) vehicles you should declare the fair market value at destination. This means the amount of money for which the same or a similar vehicle in undamaged condition can be purchased at destination. The replacement value cannot exceed the written down value of your vehicle. You cannot move and insure other household goods and personal effects in your motor vehicle, camper, boat or trailer.



## INSURING MOVING COST

You have the option to insure the moving cost. If your shipment was completely destroyed, you would not normally be able to recover the costs you had already expended for shipping and carriage. Declaring these charges would permit you to recover them in the unlikely event of a total loss.

## DURATION OF TRANSIT

Risk Management policy, if arranged by Asian Tigers, will be in effect from the first day of packing until delivery to 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 movers unpack your shipment within 14 days of its arrival, coverage will remain in effect for the unpacking process.

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

## DEDUCTIBLE

Your Risk Management policy may be subject to a deductible. For details, please contact your Asian Tigers representative.



**K.C.DAT**  
SINGAPORE

## EXCLUSIONS

Like all insurance policies, this Risk Management program 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.
- 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
- Perishable, deeds, money, securities, watches, stamp collections, document or data stored on tapes or disks.
- 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 discovered to be inoperable at your destination unless there is clear evidence of damage to the item itself or the shipping container.
- Mould & Mildew: The standard policy excludes coverage for damage to items caused by mould 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.

## OPTIONAL COVERAGE EXTENSIONS

You may choose the following optional coverage(s) and **these are available for your household goods only**.

### PAIRS AND SETS

Where any item is part of a pair or set, the Insurer will only pay for the actual parts which are lost or damaged. No payments will be made for articles that are not lost or damaged.

Example: A three-piece furniture set, comprising of one sofa and two chairs, is included in your shipment. One chair is damaged and requires upholstery. Payment will only be made for the cost of upholstery the damaged chair, as Insurer is not liable to pay for items which have not been damaged.

Example: If an item from a pair or set is mislaid, payment of a claim would be made only for the lost item and not for any remaining items from that pair or set which are unaffected.



### **The benefits of Pairs and Sets Coverage:**

In the event of loss or damage to any item or items forming part of a pair or set, Insurer's liability will be limited to a reasonable and **fair reduction in value of the pair or set** taking into consideration the importance of the affected item within the pair or set.

Note:

- A "set" is defined as any item that relies on another item to be complete. If this is the case, the pieces are considered a "set".
- Should Insurer agree to pay the total loss of the pair or entire set they shall, at their option, become their property.

### **MOULD AND MILDEW**

The Risk Management policy does not cover your goods for any loss or damage caused by atmospheric or climatic conditions such as humidity which can cause, for example, mould and mildew. Please note that whilst your Mover will take every possible precaution to protect your goods from this type of damage, it can in certain circumstances be unavoidable as goods travel through different climatic zones.

### **The benefits of Mould and Mildew Coverage:**

This coverage will be extended to cover loss or damage which is reasonably attributable to mould and mildew subject to the goods being professionally packed.

The Insurer's **maximum liability is restricted to 75% of the declared sum insured**. This is **not** applicable for permanent storage/domestic moves.

### **ELECTRICAL AND MECHANICAL DERANGEMENT**

Upon arrival at destination, should an item be damaged and there are no external signs of damage to the item or its packaging, the policy will not respond.

Whilst your Mover will take every care in ensuring your goods are protected to withstand the normal rigours of transit, certain electrical items may have intricate components which can be affected by movement.

### **The benefits of Electrical and Mechanical Derangement Coverage:**

This coverage will be extended to include loss or damage which is caused by electrical and/or mechanical derangement, provided the item **does not exceed 6 years old** and subject to the goods being professionally packed in accordance with the manufacturer's recommendations, wherever possible.

## CONFIRMATION OF INSURANCE

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.

## STORAGE EXTENSION

The program provides 365 days coverage commencing from packing date including storage at origin and/or at destination *provided your shipment is stored in a commercial, enclosed warehouse*. Coverage can be extended for an additional period by the payment of an additional charge. A "Storage Extension Request" form is included with the *Confirmation of Insurance* packet in case it is subsequently required or if your shipment is expected to be in storage for more than 365 days from packing date at origin and/or at destination at the time you originally request protection from us under the Program. *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.**

## CLAIMS

In the unfortunate situation of loss or damage, please notify this Asian Tigers office of your intention to file an insurance claim within 30 days after delivery; or 30 days after the scheduled delivery date in the event of non-delivery.

It is important that at the time of notification, full details of any loss and/or damage are provided. Following your initial notification, you are allowed a further 90 days to forward documentation in support of your claim.



**K.C.DAT**  
SINGAPORE

# 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're shipping a car, don't 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 white and pink copies to Asian Tigers K. C. Dat before your shipment departs.
- We hope you have a successful move without any damage. However, if you have problems, we'll work with you to get your problems resolved promptly and equitably.





# TERMS AND CONDITIONS

(Subject to the Provisions of an Open Marine Cargo Policy issued by certain Underwriters at Lloyd's)

## • 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, Radioactive Contamination Exclusion, Insolvency Exclusion Amendment, Computer Millennium Clause (Cargo) with Named Peril Extension. 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.

### **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 (c), and War, Strikes, Classification, Insolvency Exclusion Amendment, Radioactive Contamination Exclusion Clauses, 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, transshipment 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, inherent vice, vermin, moth damage, electrical, electronic and mechanical derangement, loss of data and any losses that are not directly associated with the incident that causes a claim, unless specifically stated in this Policy.
2. Electrical and mechanical derangement and internal damage of electrical items unless there is evidence of external damage to the insured item or its packing (see optional coverage).
3. Jewellery and furs unless declared and valued, but subject to a limit of US\$5,000 any one transit. Money, securities, and loss of data are excluded absolutely.
4. Depreciation arising from inadequate or substandard repairs or restoration of a damaged item.
5. 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.
6. 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 shipment, noting all defects. Non-factory installed accessories not specifically declared and valued for insurance. Goods packed in autos.

## • GENERAL CONDITIONS

1. **Valuation Clause:** The household goods and personal effects insured must be valued either:
  - A. At the replacement cost at destination as supported by a complete valued inventory.

or
  - B. Alternatively, you may indicate a lump sum value but this must not be less than US\$2,750 per cubic metre. Any item valued in excess of US\$1,500 must still be listed and declared on the valued inventory and is in addition to the minimum suggested value of US\$2,750 per cubic metre calculation basis. **Further, the insured must provide a valued listing of all items of unusual or unique nature valued over US\$1,500 per item or set; otherwise, reimbursement could be limited to that amount.**
2. 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.

3. **100% Co-Insurance Clause:** If you fail to insure for the full replacement value of goods at destination, you will only be entitled to recover from Underwriters the proportion of the loss as the declared value bears to the total value of the property you shipped.
4. **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.
5. **Payment Of Premiums:** Insurers shall only be liable to settle a claim recoverable under the terms of this insurance provided the Mover (the Agent) confirms that the insurance premiums have been received by the Mover (the Agent). In the event that the Mover (the Agent) advises premiums are outstanding, Insurers will settle a valid claim once premiums have been paid.
6. **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. If storage beyond the ordinary course of transit is needed, please note that this insurance continues for up to 365 days from packing date (at origin and/or destination (not self-storage units) without additional charge. Underwriters agree to extend this insurance for storage beyond 365 days on a monthly basis for additional premium. This premium must be received prior to the expiration of the 365 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.
7. **Service of Suit Clause.** (USA)
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 90 days from the date of such notice.
11. **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.
12. **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.
13. **Optional Coverage Extensions**
  - 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.
  - Mould and Mildew**

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.
  - Electrical and Mechanical Derangement**

(Excluding Automobiles) To include loss of damage to the interest insured which is caused by electrical and/or mechanical derangement provided the interest insured is not exceeding six years old. Subject to the goods being professionally packed.



## Willis Relocation Risk Group

Application for All Risk Transit Insurance  
This is NOT Confirmation of Insurance

Name of Insured:	Origin City, Country:	Date Packed:
Destination (City, State, Country):		Moving By: <input type="checkbox"/> Air <input type="checkbox"/> Sea <input type="checkbox"/> Land
Email Address:		

Insurers of our Risk Management Policy are pleased to provide an option whereby if you elect **NOT** to complete the detailed inventory, you can now simply declare a **Lump Sum Value**.

### **LUMP SUM VALUATION COVERAGE**

**Please note the important remarks for the Lump Sum Valuation Coverage below:**

- The chargeable scale is based on cubic metre(cbm). One(1) cubic metre is equivalent to 35.32 cubic feet(cft).
- Each cubic metre of goods is given a fixed value at the minimum of US\$2,750 (or its equivalent in other currencies).
- You may declare at a higher value if required but cannot declare at the value less than US\$2,750 per cubic metre.
- Minimum volume is at one cubic metre (or US\$2,750).
- All individual items valued in excess of US\$1,500 must be separately listed and are *in addition* to the US\$2,750 per cubic metre calculation.
- Final chargeable scale will be based on the actual measurement of the shipment after packing and crating has been completed.

***This column is strictly for 'Lump Sum Valuation Coverage' only.***

(A) Total Cubic Capacity of your shipment (One cubic metre is equivalent to 35.32 cft)	_____ cubic metre(s)
(B) @ US\$2,750 per cubic metre (i.e. Section A x US\$2,750.00 = Section B)	= US\$
(C) Plus the total of any items valued in excess of US\$1,500 as listed on this inventory. (You can make use of the Detailed Inventory Valuation form next page or you can use your own list for any items valued at over US\$1,500)	= US\$
(D) Household Goods Total (i.e. Section B + Section C = Section D)	= US\$
(E) Automobile	= US\$
(F) Moving Cost	= US\$
<b>GRAND TOTAL :</b> (i.e. Section D + Section E + Section F = GRAND TOTAL)	<b>= US\$</b>

### ADDITIONAL INSURANCE COVERAGE OPTIONS

(Please note the extra charges as stated in K. C. Dat's Quotation)

Please tick (✓) the appropriate box indicated below for the additional coverage.

- Pairs and Sets Coverage    Mould and Mildew Coverage    Electrical & Mechanical Derangement Coverage  
(excluding Automobiles & electrical items exceeding 6 years old.)

Please insure my shipment for \_\_\_\_\_

- I have selected a Lump Sum Valuation Coverage and have not provided a complete valued inventory. I have, however, provided a listing of all items of unusual or unique nature valued over US\$1,500 per item or per set.
- Please **DO NOT** insure my shipment.
- My shipment will be insured by my employer, I do not require any insurance through the mover.

Insured's Name \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Please return the white and pink pages to Asian Tigers K. C. Dat. Please retain the yellow copy for your records.

# TERMS AND CONDITIONS

(Subject to the Provisions of an Open Marine Cargo Policy issued by certain Underwriters at Lloyd's)

## • 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, Radioactive Contamination Exclusion, Insolvency Exclusion Amendment, Computer Millennium Clause (Cargo) with Named Peril Extension. 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.

### **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 (c), and War, Strikes, Classification, Insolvency Exclusion Amendment, Radioactive Contamination Exclusion Clauses, 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, transshipment 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, inherent vice, vermin, moth damage, electrical, electronic and mechanical derangement, loss of data and any losses that are not directly associated with the incident that causes a claim, unless specifically stated in this Policy.
2. Electrical and mechanical derangement and internal damage of electrical items unless there is evidence of external damage to the insured item or its packing (see optional coverage).
3. Jewellery and furs unless declared and valued, but subject to a limit of US\$5,000 any one transit. Money, securities, and loss of data are excluded absolutely.
4. Depreciation arising from inadequate or substandard repairs or restoration of a damaged item.
5. 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.
6. 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 shipment, noting all defects. Non-factory installed accessories not specifically declared and valued for insurance. Goods packed in autos.

## • GENERAL CONDITIONS

1. **Valuation Clause:** The household goods and personal effects insured must be valued either:
  - A. At the replacement cost at destination as supported by a complete valued inventory.

or
  - B. Alternatively, you may indicate a lump sum value but this must not be less than US\$2,750 per cubic metre. Any item valued in excess of US\$1,500 must still be listed and declared on the valued inventory and is in addition to the minimum suggested value of US\$2,750 per cubic metre calculation basis. **Further, the insured must provide a valued listing of all items of unusual or unique nature valued over US\$1,500 per item or set; otherwise, reimbursement could be limited to that amount.**
2. 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.

3. **100% Co-Insurance Clause:** If you fail to insure for the full replacement value of goods at destination, you will only be entitled to recover from Underwriters the proportion of the loss as the declared value bears to the total value of the property you shipped.
4. **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.
5. **Payment Of Premiums:** Insurers shall only be liable to settle a claim recoverable under the terms of this insurance provided the Mover (the Agent) confirms that the insurance premiums have been received by the Mover (the Agent). In the event that the Mover (the Agent) advises premiums are outstanding, Insurers will settle a valid claim once premiums have been paid.
6. **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. If storage beyond the ordinary course of transit is needed, please note that this insurance continues for up to 365 days from packing date (at origin and/or destination (not self-storage units) without additional charge. Underwriters agree to extend this insurance for storage beyond 365 days on a monthly basis for additional premium. This premium must be received prior to the expiration of the 365 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.
7. **Service of Suit Clause.** (USA)
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 90 days from the date of such notice.
11. **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.
12. **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.
13. **Optional Coverage Extensions**
  - 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.
  - Mould and Mildew**

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.
  - Electrical and Mechanical Derangement**

(Excluding Automobiles) To include loss of damage to the interest insured which is caused by electrical and/or mechanical derangement provided the interest insured is not exceeding six years old. Subject to the goods being professionally packed.

# Willis

Relocation Risk Group

## Confirmation Of Insurance

Ref No: \_\_\_\_\_

For Marine insurance underwritten by certain Underwriters at Lloyd's covering the shipment of household goods, personal effects, antiques, fine arts, automobiles, boats, motorcycles, campers and trailers as declared and valued on application form.

Insured (Owner) \_\_\_\_\_ Date Packed \_\_\_\_\_

Company \_\_\_\_\_

Shipped From  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Shipped To  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Destination Agent / Origin Agent \_\_\_\_\_

Insured valued of the following :-



Household Goods

\_\_\_\_\_



Automobile/Boats/Motorcycles

\_\_\_\_\_



Moving Cost

\_\_\_\_\_

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 Coverage Extensions
- Mould and Mildew
  - Pairs and Sets
  - Electrical and Mechanical Derangement  
(excluding automobiles & electrical items exceeding 6 years old.)
- (Please tick box if required)

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) 6268 3598  
Email: [claims@asiantigers-singapore.com](mailto: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 90 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 All Risks Transit Insurance 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: Claim Department**  
Asian Tigers K. C. Dat  
Fax: (65) 6268 3598  
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				Purchase Price	Replacement Cost	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 Application for All Risks Transit Insurance Form (valued inventory).
- Written professional estimates for repair or replacement.
- Photographs of damaged items.
- Packing list.
- Copy of the form you signed when you took possession of your goods (Delivery Receipt).

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: \_\_\_\_\_



**Cambodia**

Asian Tigers International

- Phnom Penh

**China**

Asian Tigers K. C. Dat

- Beijing
- Chengdu
- Chongqing
- Dalian
- Guangzhou
- Nanjing
- Shanghai
- Shekou
- Tianjin
- Wuhan
- Xi'an

**Hong Kong**

Asian Tigers K. C. Dat

- Hong Kong

**Indonesia**

Asian Tigers Lane Moving and Storage

- Jakarta

**Japan**

Asian Tigers Premier Worldwide

- Tokyo

**Laos**

Asian Tigers Transpo International

- Vientiane

**Macau**

Asian Tigers K. C. Dat

- Macau

**Malaysia**

Asian Tigers Transpo Movers

- Kuala Lumpur
- Penang

**Philippines**

Asian Tigers Lane Moving and Storage

- Cebu
- Davao
- Manila

**Singapore**

Asian Tigers K. C. Dat

- Singapore

**South Korea**

Asian Tigers Transpack

- Seoul

**Taiwan**

Asian Tigers K. C. Dat

- Taipei

**Thailand**

Asian Tigers Transpo International

- Bangkok

**Vietnam**

Asian Tigers Transpo International

- Hanoi
- Ho Chi Minh City



- Cambodia
- China
- Hong Kong
- Indonesia
- Japan
- Laos
- Macau
- Malaysia
- Philippines
- Singapore
- South Korea
- Taiwan
- Thailand
- Vietnam



Cert No SG01/19798



Cert No SG00/00047