

MOVING INSURANCE

We currently offer 2 types of move insurance plans under used household goods and personal effects shipment. Insurance is optional, if you do not take up for move insurance, there will be no requirement for value inventory form to be completed and no premium for move insurance require to be paid, hence your move will be deemed as not insured. For move that are not insured, **our maximum liability for any claims against ALLIANCE MOVERS PTE LTD in the event of any loss/damage is up to SGD \$300.00 one-time per shipment only.**

1: TOTAL LOSS ONLY (FPA) OPTION

1A) Rate is 1.5% premium of the total insured value.

1B) For extension of move insurance policy (if needed). Rate is 0.5% premium of the total insured value per month. (The move insurance program includes 90 days storage at origin and/or destination in an approved warehouse. If the shipment will be in storage for an additional period of time, supplemental insurance must be requested in writing and the additional premium paid)

1C) Minimum coverage of SGD \$4,000.00 or premium equal to SGD \$60.00 in any one shipment.

1D) Maximum coverage up to SGD \$600,000.00 in any one shipment.

1E) Document required: Completion of I.T.I value inventory form 3 business days prior to actual pack/move date for local/international move or latest not more than 2 days after your pack/move date for international move.

1F) Policy will cover claim only in the event of total loss of the entire shipment due to catastrophe events which includes the perils of the sea, burning, stranding, collision, general average, or loss of the shipping container.

1G) Policy does not cover any claim for individual damage or loss and includes all exclusions noted on I.T.I terms and conditions valued inventory form.

2: ALL-RISK TRANSIT INSURANCE

2A) Rate is 3.0% premium of the total insured value.

2B) Additional coverage for Pairs & Sets. Rate is 1.0% premium of the total insured value for all pairs & sets article. (Optional)

2C) Additional coverage for Mechanical & Electrical. Rate is 1.0% premium of the total insured value for all mechanical & electrical article. (Optional)

2D) For extension of move insurance policy (if needed). Rate is 0.5% premium of the total insured value per month. (The move insurance program includes 90 days storage at origin and/or destination in an approved warehouse. If the shipment will be in storage for an additional period of time, supplemental insurance must be requested in writing and the additional premium paid)

2E) Minimum coverage of SGD \$4,000.00 or premium equal to SGD \$120.00 in any one shipment.

2F) Maximum coverage up to SGD \$600,000.00 in any one shipment.

2G) Document required: Completion of I.T.I value inventory form 3 business days prior to actual pack/move date for local/international move or latest not more than 2 days after your pack/move date for international move.

2H) Policy will cover claim for individual damage or loss including total loss of the entire shipment.

2I) Policy does not cover any claim under all exclusions noted on I.T.I terms and conditions valued inventory form.

Pairs & Sets is an additional coverage. The insurance does not cover an entire set if any single item(s) is lost or damaged. Payment will only be made for the proportionate value of the item(s) lost or damaged. If this option is selected, we would consider the entire set as one item. If an item(s) of the set could not be repaired or replaced, we would replace the entire set.

Additional coverage for Pairs & Sets - Rate is 1.0% premium of the total insured value for all pairs & sets article. (Optional)

EXAMPLE: You have a 3 + 2 + 2 Sofa set insured for SGD \$1,500.00, if you decline pairs and sets additional coverage, 3% premium for all-risk insurance under your sofa set will cost SGD \$45.00. In the event of the damage/loss of 1 x 2-seater, claims payment will only be made for the proportionate value on the item of your 1 x 2-seater. However, should you accept the additional coverage for pairs & sets, total premium paid for the sofa set will be 4.0% (3.0% for all-risk & 1% additional for pairs & sets and will total up to SGD \$60.00). In the event of damage of 1 x 2-seater, insurer would consider the entire set as one item. If an item(s) of the set could not be repaired or replaced, insurer would replace the entire set. This example provided will apply to the same theory on all other types of articles related to pairs & sets.

Mechanical & Electrical is an additional coverage. The insurance does not cover any internal electrical or mechanical component of any device unless exceptions are noted at time of delivery for external damage to such property. Loss of data and recalibration are also excluded. If this option is selected, we would cover internal breakage with no external damage. Please note that data loss is still not covered.

Additional coverage for Electrical & Mechanical Derangements - Rate is 1.0% premium of the total insured value for all mechanical & electrical article. (Optional)

EXAMPLE: You have a LCD TV insured for SGD \$2,000.00, if you decline mechanical & electrical additional coverage, 3% premium for all-risk insurance under your LCD TV will cost SGD \$60.00. In the event of damage, claims can only be entitled when there is visible external damage cause by the movers during the move. Claim will not be entitled should the TV is not working, and NO visible external damage caused by the movers after the move. However, should you accept the additional coverage for mechanical & electrical, total premium paid for the LCD TV will be 4.0% (3.0% for all-risk & 1% additional for mechanical & electrical and will total up to SGD \$80.00). In the event of damage, claims can also be entitled should there is no visible external damage caused by movers, but internal components of the electrical products damage caused by the moving process. Wear and tear of internal components damage is not included under this coverage. This example provided will apply to the same theory on all other types of articles related to mechanical & electrical.

COMPLETION OF YOUR VALUE INVENTORY FORM

- A) Insurance will only cover items listed and valued in the value inventory form - Items not declared are not insured.
- B) Miscellaneous items valued at under USD\$500.00 may be grouped together. In the event of a claim, grouped items will be averaged. **HIGH VALUE ITEMS VALUED AT OVER USD\$500.00 PER ITEM OR SET MUST BE SPECIFICALLY DECLARED AND VALUED.** Failure to comply will limit recovery to a maximum of USD\$500.00 per item or set.
- C) You should be aware of the fact that the replacement value of your goods at the final destination might be higher than at origin. Insure your shipment accordingly as it will be co-insured if adequate protection has not been secured. **ALL ITEMS IN THE SHIPMENT MUST BE INSURED.** Any policy that covers only a limited number of items in the shipment may be subject to rejection, co-insurance or an average will apply.
- D) Insurer require **all your items to be insured as part of their clauses**, although some items could be of a lower value, but the combination of bulk & loose contents has to be reflected in the insurance form to match their clauses. For lower value items, it could be as low from SGD \$20.00~\$50.00.
- E) No one item and/or set can be more than 50% of the total insured value.
- F) Do not list jewelry, cash, watches, stamps, negotiable instruments or items of a similar nature as they are excluded from coverage. We recommend that you arrange separate coverage and hand carry to destination. Additional exclusions are noted on I.T.I terms and conditions valued inventory form.
- G) Insurer accept your own excel inventory format as long the contents can demonstrate the same having your article, quantity & value indicated in the form.
- H) The amount for your article should be the appropriate market value of the items insured or any other proof/leads to the price of the items purchased.

STORAGE FOR PERSONAL/HOUSEHOLD EFFECTS INSURANCE POLICY

The move insurance program includes 90 days storage at origin and/or destination in an approved warehouse. If the shipment will be in storage for an additional period of time, supplemental insurance must be requested in writing and the additional premium paid.

ADD-ON IMPORTANT INFORMATION & CLAIM PROCESS

- 1) Upon your shipment arrive to destination and ready for delivery, if for whatever reason you cannot received the shipment and need to store your shipment in our destination counterpart approved warehouse to await delivery, please notify us immediately for us to contact insurer for policy extension and policy extension fee will be invoice to you for payment. Failure to inform us for policy extension should storage be required at destination will lead to policy to expire; hence claims will be denied for expired policy. Should delivery be arranged & take place normally upon your shipment arrive to destination, extension of policy is not required.
- 2) Move insurance policy cannot be extended and does not cover any claim should storage at destination is to a self-storage facility, mini storages, self-lock areas, garages and other like facilities which are not considered approved warehouses. Delivery to self-storage facility or like facilities at destination is recommended to have all your article/item checked for damages and record them in the delivery documents during your delivery day to avoid claims to be denied should any damaged article/item are not checked and reported for claims after 45 days of your delivery date.
- 3) Any damaged article found during delivery/unpacking process **INCLUDING** the article/item number must be recorded in the delivery documents. Photos must be taken for **BOTH** damaged article **& ARTICLE/ITEM NUMBER**. Taking more photos of different angle/view for both article & article/item number is strongly recommended as those photos will be requested & to be submitted to insurer during the claims process and could facilitate the claims process should the information provided are clear and detailed. Damaged article **CANNOT** be disposed away and must remain in customer's possession until the investigation of the claim has been completed & determined.
- 4) All claims must be submitted online to I.T.I. (www.intertransins.com) within 45 days of your delivery date at destination which will be guided to you if needed. **CLAIMS SUBMISSION AFTER 45 DAYS OF YOUR DELIVERY DATE WILL BE DENIED.**
- 5) Pictures and professional estimates are required for damaged items. **ESTIMATE REPORT FEES ARE NOT COVERED AND ARE NOT INCLUDED IN THE MOVE QUOTATION/FEE.** As we are not familiar with any repair firms in your area, we suggest that you look in the phone book and contact a local repairman. If any item(s) are un-repairable, this must be so stated on the repair firm's letterhead. The estimate should also indicate the type, severity, necessary parts and the location of the damages. The disposal or additional transportation of any damaged item(s) is prohibited unless approval has been obtained from I.T.I. or your claim has been completed. All claim payments, minus any applicable deductible, will be made in U.S. Dollars and will be based on the exchange rate in effect at the time the shipment is declared to I.T.I. The claim settlement will be the lesser of repair costs, replacement costs, or as stated on the valuation form. Underwriters will not pay more than 50% of the insured value for repairs and/or loss of value. All packed items will be considered condition unknown (CU) if insurance is not issued for the date of packing or pickup, whichever comes first.
- 6) All claim correspondence must be documented in writing; therefore, claim issues or settlement disputes will not be discussed over the phone.

**PERSONAL AND HOUSEHOLD EFFECT SHIPMENT TERMS AND CONDITIONS
INSURANCE WILL NOT COVER ANY CLAIM FOR:**

- (A) loss or damage arising out of the acts of any government, customs authority or official confiscation. Consequential losses due to delay or any depreciation in value are not covered.
 - (B) **items missing from owner packed (PBO) or condition unknown (CU) cartons.** Claims will not be honored for the loss of any PBO or CU carton unless the shortage has been noted at the time of delivery and reported to I.T.I. within 45 days of delivery. Recovery will be limited to USD\$500.00 per carton.
 - (C) **loss due to damage or breakage of items in owner packed (PBO) or condition unknown (CU) cartons, crates, or containers.**
 - (D) loss or damage to jewelry, watches, gems, stones, **objects made of stone, petrified wood, fossils**, cash, currency or bank notes, deeds, traveler's cheques, coin or stamp collections, alcoholic beverages, negotiable items, contraband, prescription drugs or other like items.
 - (E) **loss or damage caused by wear and tear, changes in climatic conditions**, infestations or inherent vice.
 - (F) any internal electrical or mechanical component of any device unless exceptions are noted at the time of delivery for external damage to such property. Loss of data, manufacturer defects, recalibration, wear and tear are also excluded. Electrical or mechanical malfunctioning coverage, excluding vehicles, is available for a nominal additional premium to cover internal transit related damages.
- The claimant must submit 3rd party verification of transit damages in the event of a claim.
- (G) loss or damage to any item unless the premium for the insurance has been received by I.T.I.
 - (H) loss or damage to vehicles while being driven under their own motive power except while on the premises of the port.
 - (I) marring, denting, chipping or scratching on automobiles, motorcycles or other motor vehicles over three years old.
 - (J) non-factory installed accessories or removable items on vehicles. Goods of a personal nature shipped inside vehicles are also excluded.
 - (K) wrinkled or soiled clothing, linens, drapes and rugs.
 - (L) marring, scratching, denting, chipping or rubbing on items which have been received by the carrier as condition unknown.
 - (M) concealed missing or non-delivery of a shipping package or item if the delivery receipt shows that the package or item was delivered to the final destination. Exceptions taken at delivery must specifically list individual missing items, open-ended exceptions will not be honored.
 - (N) items not listed on the inventory prepared at origin. Items not shipped are not insured.
 - (O) appraisal fees, shipping charges, damages caused during assembly or disassembly, items not properly prepared for transport, items used as a shipping receptacle, items having no commercial value, items of sentimental value or property damage.
 - (P) an entire set if any single item(s) is lost or damaged. Payment will only be made for the proportionate value of the item(s) lost or damaged. Pairs and sets coverage is available for a nominal additional premium to cover transit related damages.
 - (Q) loss caused by nuclear reaction, radiation or radioactive contamination, whether controlled or uncontrolled, however caused.
 - (R) physical loss or damage to the property carried out for political, terroristic or ideological purpose when property is in storage.
 - (S) loss and/or damage on door to port shipments unless exceptions are noted when the shipment is received at the port of discharge or shipments delivering to a self-storage facility unless exceptions are noted when the shipment is received at the self-storage facility.
 - (T) loss or damage to plasma televisions, plasma monitors or like plasma items.
 - (U) **structural damage to system or kit furniture constructed of veneered chipboard or similar, or any reduction in the quality** thereof arising as the result of dismantling or reassembly of any such items of furniture.
 - (V) experimental or prototypical vehicles.
 - (W) loss or damage attributable to fumigation or contamination of the shipment from any cause.
 - (X) loss or damage to live or perishable items.

If underwriters replace, make a total loss payment or pay the insured amount as shown on the valued inventory for a damaged article, they, at their option, have the right to salvage the damaged article. The insurance company reserves the right to inspect and verify all reported damages and to require substantiation of any claimed amounts, values of items claimed or proof of ownership.