

DOMESTIC INSURANCE APPLICATION PROGRAMME GUIDELINES

***PLEASE READ THIS CAREFULLY – IT'S HERE FOR YOUR BENEFIT!**

ELIMINATING RISKS AND ENSURING PEACE OF MIND ARE THE CRITERIA WE ADHERE TO.

When you entrust your precious possessions to us, you know that they are in the best of care. However, sometimes the unexpected can happen. That's where All-Risks Goods In-Transit insurance comes in. Supported by one of the World's largest insurance groups, your possessions can be comprehensively insured against accidental loss or damage during your move. The special advantages of the insurance arranged on your behalf include many benefits that are either excluded or are an additional cost in many other policies.

HOW TO INSURE YOUR MOVE:

The first step is for you to arrive at the **PRESENT FULL NEW REPLACEMENT VALUE** of your possessions. Included in this document you will find a detailed valued inventory form on which to list and calculate the values. Most people find, when filling in the list, that the new replacement value of all their possessions is far more than they thought!

GET FULL VALUE OUT OF THE POLICY:

Don't deliberately undervalue your possessions. You must be aware that if you underinsure your household, the insurance company will apply "average" to any claim. In simple terms, this means that if you insure your total household for half its true replacement value, the insurance company will reduce each and every part of a claim by 50% – irrespective of its declared value.

In terms of the Policy Conditions, you are required to insure your entire consignment. Any item which you leave off the list will not be covered by insurance. Please note that giving only a total value for a category (e.g. lounge, kitchen) is not enough. Showing individual values makes settlement far easier in the event of a claim. Also, where items are listed together, all will be assessed as being of equal value unless individual values are shown. Thus 2 TV sets (a black and white portable @ R500 and a colour remote @ R2500) valued together at R3000 would be assessed at a maximum of R1500 each, but also limited to no more than the new replacement value of each individual item. This would result in the colour set being badly under-insured in the event of a claim.

PLEASE READ THE POLICY CONDITIONS AND EXCLUSIONS ON THE BACK OF THE FINAL PAGE.

Please note that **BREAKAGE** of **OWNER-PACKED** items is not covered by the insurance policy unless the breakage is as a direct result of fire, collision or overturning of the vehicle.

LOSS of **OWNER-PACKED** items is covered only in the event of non-delivery of the entire transport package (carton, case or suchlike) and then to a maximum of R500 per transport package (see Exclusion No. 2).

Under this policy, the following (amongst other things) cannot be insured: Jewellery, watches, precious stones and metals, bullion, perishable foodstuffs, firearms, animals, pot plants, computer data, money, documents, keys and cellular telephones.

Please note that it is your responsibility to ensure that domestic appliances such as washing machines, hi-fi sets, CD players, computers and other electrical and electronic equipment are prepared for transport as recommended by the manufacturers or agents.

WHAT HAPPENS IN THE EVENT OF A CLAIM?

All claims must be reported to our nearest Carrier office. All claims will be processed promptly and efficiently. Another way in which we The Carrier provide you with peace of mind.

WHAT HAPPENS IF YOU DON'T INSURE YOUR MOVE?

We cannot stress enough how important it is to take out insurance. If you don't and something is lost or damaged, our liability, similar to that of all other removal companies, is limited to the extent outlined in our Conditions of Contract

PLEASE TAKE TIME TO COMPLETE THIS VALUED INVENTORY FORM, IT WILL BE TIME WELL INVESTED!

SHOULD YOU NEED ANY ASSISTANCE, PLEASE DON'T HESITATE TO CALL US.

THEN SIGN AND DATE IT AND RETURN IT PROMPTLY TO THE CARRIER AND LEAVE THE REST TO US!

PLEASE KEEP IN A SAFE PLACE

DOMESTIC / OFFICE & COMMERCIAL INSURANCE TERMS & CONDITIONS

General conditions applicable to all Sections attaching to and forming part of Marine Open Policy issued by, THE INSURER in the name of THE CARRIER and/or other furniture removers, as may be agreed to from time to time. The following terms, clauses and conditions form the basis of the insurance contract between the Carrier's customer (the Insured) and Insurers subscribing hereto and are deemed to be incorporated into insurance documentation issued.

OPERATIVE CLAUSE

Subject to the terms, exceptions and conditions and in consideration of and conditional upon the prior payment of the premium by or on behalf of the insured and receipt thereof by or on behalf of the Insurer, the Insurer agrees to indemnify or compensate the insured by payment or at the option of the Insurer, by replacement, reinstatement or repair in respect of the cover provided occurring during the period of insurance and as otherwise provided up to the sums insured.

PROPERTY INSURED

Household Goods and Personal Effects, Office and/or Factory Furniture and Equipment and related commercial goods, Antiques, Fine Arts, Motor Vehicles, Motor Cycles, Motor Quads, Boats, Campers and Trailers as itemized and valued on the insurance application form and supporting documentation.

COVER PROVIDED

I. All risks conditions:

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, Insolvency Exclusion Amendment, Radioactive Contamination Exclusion Bio-Chemical Exclusion. 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. **Riot cover – Republic of South Africa:**

In respect of goods in transit or in storage, insurance cover is arranged separately under a South African Special Risks Insurance Association special risks policy for the risks of riot, strike, public disorder and terrorism, as more particularly defined in such policy.

Geographical limits

Worldwide including all transshipment storage as original. Please note that not all warehouses are equipped with sprinkler systems.

Observance of policy terms

The liability of the Insurers is conditional on the observance of the policy terms by the insured and/or the Carrier. Any proposal and declaration made by the insured are the basis of and form a part of the policy.

EXCLUSIONS

This insurance does not cover

1. Breakage, scratching, denting, chipping, staining and tearing of owner packed effects unless directly caused by fire, collision or overturning of transporting land conveyance.
2. Missing items from owner packed cartons, suitcases etc. unless caused by fire, collision, or overturning or derailment of transporting land conveyance. However to include non-delivery of an entire transport package (carton, case or suchlike) but limited to a maximum of R 500 per transport package.
3. Loss/damage caused by gradual deterioration, wear and tear, atmospheric climatic conditions (including rust, corrosion and the action of light), infestation (rodents, moth, insects), mildew, inherent vice. Electrical, electronic and mechanical derangement not directly attributable to external visible damage.
4. Loss of cash, money, bank notes, stocks and other personal documents, stamps, deeds, travelers cheques, precious stones, precious metals, bullion, jewellery, watches, cellular telephones, iPads, tablets, eReaders, kindles, laptops and articles of a similar nature. All keys to be retained by the client.
5. Depreciation in value of any item when such depreciation arises as the result of a peril insured hereunder, or arising from inadequate or substandard repairs or restoration of a damaged item.
6. Loss of or damage to an automobile while being driven under its own power except while on premises of the carrier or 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.
7. Loss or damage to automobiles
 - Unless the forwarder and the owner both agree and sign a "vehicle condition report" or similar document stating the condition of the automobile both prior to and post shipment.

- When the automobile exceeds 5 years of age unless declared to Insurers and any additional premium is agreed and paid prior to shipment.
8. Automobile non-factory installed accessories not specifically declared and valued for insurance. Goods packed in automobiles are not covered.
 9. Loss or damage caused by radiation or radioactive contamination.
 10. Loss, damage or expenses caused by delay.
 11. Perishable foodstuffs, animals, firearms, ammunition, explosives, paints, poisons, pot plants, plants, computer data and articles of similar nature.
 12. Items having no market value (such as but not limited to, photographs, family albums, newspaper clippings, technical/research papers).
 13. Pre-existing damage.
 14. Wrinkling of clothing and/or other items of fabric.
 15. Loss or damage caused by any acts of governments, customs authorities, customs inspections and confiscation.
 16. Appliance preparation:
 - Loss or damage to appliances/equipment not prepared for transport in accordance with the manufacturers recommendations.
 - Servicing/re-servicing and/or tuning of articles or appliances, musical instruments etc.
 17. Loss or damage following:
 - The dismantling and/or assembling of unit-furniture, fittings or fittings or taking down of curtaining.
 - The disconnecting or reconnecting of appliances, fittings or equipment.
 - The removal or laying of fitted floor coverings
 18. Any loss or damage, costs or additional charges that may arise where:
 - It is the Insured's responsibility to:
 - Ensure that nothing is taken away in error or left behind.
 - Secure their goods at the departure and destination points by being present or by having a representative.
 - Adequately prepare and stabilize appliances and equipment prior to their removal.
 19. Standard South African Insurance Association exceptions:
 - In respect of transit and storage risks within the Republic of South Africa as constituted on 1 January 1976

A. This policy does not cover loss of or damage to property related to or caused by:

- i. civil commotion, labour disturbances, riot, strike, lock-out or public disorder or any act or activity which is calculated or directed to bring about any of the above;
- ii. war, invasion, act of foreign enemy, hostilities or warlike operations (whether war be declared or not) or civil war.
- iii. mutiny, military rising, military or usurped power, martial law or state of siege, or any other event or cause which determines the proclamation or maintenance of martial law or state of siege; insurrection, rebellion or revolution
- iv. any act (whether on behalf of any organization, body or person, or group of persons) calculated or directed to overthrow, or influence any State or Government, or any provincial, local or tribal authority with force, or by means of fear, terrorism or violence;
- v. any act which is calculated or directed to bring about loss or damage in order to further any political aim, objective or cause or to bring about any social or economic change, or in protest against any State or Government, or any provincial, local or tribal authority, or for the purpose of inspiring fear in the public, or any section thereof.
- vi. any attempt to perform any act referred to in clause (iv) or (v) above.
- vii. the act of any lawfully established authority in controlling, preventing, suppressing or in any other way dealing with any occurrence referred to in clause (i), (ii), (iii), (iv), (v) or (vi) above.
- viii. If the Insurers allege that by reason of clause (i), (ii), (iii), (iv), (v), (vi) or of this Exception, loss or damage is not covered by this Policy, the burden of proving the contrary rests on the insured.

B. This policy does not cover loss or damage caused directly or indirectly or through or in consequence of any occurrence for which a fund has been established in terms of War Damage Insurance and Compensation Act, 1976 (No. 85 of 1976), or any other similar Act operative in any of the Republics to which this policy applies.

PLEASE SIGN BELOW AS AN INDICATION THAT YOU UNDERSTAND AND ACCEPT OUR INSURANCE CONDITIONS

CLIENT'S NAME:

QUOTE REFERENCE NO:

CLIENT'S SIGNATURE:

DATE:

PLEASE KEEP IN A SAFE PLACE

DOMESTIC / OFFICE & COMMERCIAL INSURANCE TERMS & CONDITIONS

- 20. **Institute Radioactive Contamination Exclusion clause (ci.356.1.10.90)**
In no case shall this insurance cover loss damage or liability or expense directly or indirectly caused by or contributed to or arising from
 - i. ionizing radiations from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel.
 - ii. the radioactive, toxic, explosive or other hazardous or contaminating of any nuclear installation reactor or other nuclear assembly or nuclear component thereof.
 - iii. any weapon of war employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter.

GENERAL CONDITIONS

- 1. **Valuation clause:** The property insured must be valued at new replacement value at destination and supported by a complete detailed valued inventory of the entire consignment.
- 2. Antiques and fine arts, automobiles, campers, boats, motorcycles, motor quads and trailers must be valued at their current market value at destination taking into account costs of duties, transit and carriage charges.
- 3. **100% co-insurance clause:** If the Insured fails to insure for the full replacement value of goods at destination, the Insured shall only be entitled to recover from Insurers the proportion of the loss that the declared value bears to the total new replacement value of the property shipped. Every item, if more than one, shall be separately subject to this condition.
Reinstatement value condition: In the event of property being damaged beyond repair or lost, the basis upon which the amount payable is to be calculated shall be the cost of replacing or reinstating the property of the same kind or type but not superior to nor more extensive than the insured property when new.
- 4. **Pairs and sets clause:** Where any item is part of a pair or set, Insurers will only pay for the actual parts which are lost or damaged. No payments will be made for articles that are not damaged.
- 5. **Duration of transit clause:** Coverage attaches from the time the property insured is being professionally packed and picked up at the residence or business location of the insured for the commencement of the transit and continues during the ordinary course of transit, including customary transshipment, if any, until the insured property is delivered to the final destination. If the goods are professionally unpacked coverage is extended to cover the period of professional unpacking provided this takes place within 7 days of delivery. In consideration of an additional premium, Insurers agree to extend storage coverage provided your request and premium are received before the expiration of the included storage.
- 6. This insurance is subject to South African Law and Jurisdiction.
- 7. **Subrogation clause:** The Insurers shall be subrogated to the extent of their payment for losses insured hereunder to all the Insured's rights to recover against any person or organization.
- 8. **Other insurance:** This insurance does not cover to the extent of other insurance, whether prior to or subsequent hereto in date and by whosoever effected, directly or indirectly covering the same property and Insurers shall be liable for loss or damage only for the excess value beyond the amount due from such other insurance.
- 9. Insurers liability shall not exceed the sum insured reflected on the individual policy/certificate issued. Insurers 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. Insurers may require proof of ownership and/or value of any item claimed missing.
- 10. **Debris Removal Clause** This insurance is extended to cover, in addition to any other amount recoverable under this insurance, extra expenses reasonably incurred by the Insured for the removal and disposal of debris of the subject matter insured, or part thereof, by reason of damage thereto caused by an insured risk, but excluding absolutely:
 - any expenses incurred in consequence of or to prevent or mitigate pollution or contamination, or threat or liability therefore the cost of removal of cargo from any vessel or craft.In no case shall the Insurers be liable under this Clause for more than 10% of the proportionate insured value under this policy of the damaged subject matter removed.

- 11. **Salvage Clause:** Where replacement or full sum insured total loss payment of a damaged article is made by Insurers they, at their sole option, has the right to salvage of the damaged article.
- 12. Art collections, stamp collections, coin collections are deemed to be included provided they are shipped and declared as part of a bona fide household and/or office and/or factory contents removal and are covered against all risks of physical loss or damage. In full values are to be agreed and admitted for the purpose of this insurance.
- 13. Specifications, valuations and appraisals are to be provided by the Insured and agreed by Insurers
- 14. **Collections: Stamps:** If a stamp collection is covered by this insurance then Insurers will only be liable if one or more complete pages of the collection are lost or damaged. The liability of Insurers for any one stamp will not exceed two-thirds of the value stated in any current recognized catalogue with a maximum payment of R500 for any one stamp. Coins: If a coin collection is covered by this insurance then Insurers will not be liable for current coins or for more than R500.
- 15. **Grouped items:** Unless otherwise specified, where items are listed together all will be deemed to be of equal value.
- 16. Vehicle fuel tank to be empty at the time of the move.
- 17. Motor cycles, Quad Bikes, marble / glass tops, and any other item of similar nature must be crated.
- 18. **Prevention of loss:** The Insured and Carrier shall take all reasonable precautions to prevent loss, damage and accidents, and may affect emergency repairs to the property insured to prevent further damages.
- 19. Any claim which is in any respect fraudulent or if any fraudulent means or devices be used by the insured or anyone acting on his behalf or with their knowledge or consent to obtain any benefit under this policy or if any destruction or damage be occasioned by the willful act or with the connivance of the insured, the benefit afforded under this policy in respect of any such claim shall be forfeited.
- 20. **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 Insurers' representatives. It is a condition precedent to Insurers liability under this insurance that all claims are notified within 7 days after delivery or 7 days after scheduled delivery in the event of non-delivery. Further it is understood that presentation of claim after notice will be in a timely fashion not to exceed 30 days from the date of such notice.
- 21. **Automobile Claims:** It is a condition precedent to Insurers liability under this insurance that all claims are notified at the time of delivery and are specifically noted on the "vehicle condition report" or similar document. If We or the Administrators on our behalf decline liability for a claim in terms of this policy, representation may be made to the Administrators on our behalf within 90 (ninety) days of the date of the letter of rejection. If the dispute is not satisfactory resolved in this manner, legal action may be instituted against Us for the enforcement of the claim by way of the service of summons against Us. Summons must be served on Us within 90 (ninety) days of the original letter of rejection, failing which all benefits in respect of such claim shall be forfeited and no liability can arise in terms of such claim.
- 22. **Breach of Conditions:** If the insured breaches any condition and any claim arises or is increased due to such breach then any benefit payable in respect of such benefit shall be forfeited.
- 23. **Deductible:** If this Confirmation of Insurance so states Insurers shall not be liable for any claim or loss unless the amount of such claim or loss exceeds the amount stated as the deductible which shall be deducted from each claim or loss and borne by the Insured at their own risk, and Insurers shall only be liable for the loss in excess of such amount. There is no excess on Domestic moves unless agreed. Office and Commercial moves have an excess of 1% of the insured value of the entire consignment (Minimum excess R1000).
- 24. **Policy issue:** The Carrier shall prior to or at the commencement of each and every transit to be insured issue an insurance policy/certificate and thereafter account to Insurers for the premium.
- 25. **Domicile: Any notice of communication to Insurers required by any condition of the Policy (or any Certificate issued) must be sent in writing to the Carrier.**
- 26. **Assignment of certificate:** This certificate shall be void if assigned or transferred without the written consent of the Insurers

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CLIENT'S NAME:

QUOTE REFERENCE NO:

CLIENT'S SIGNATURE:

DATE: