



## FedEx Cargo Insurance

In order to offer FedEx customers insurance on domestic services, Marsh Proprietary Limited has set up a Cargo Insurance Programme to provide insurance cover for customer's cargo whilst in transit.

### **The benefits of the FedEx Cargo Insurance Programme are:**

#### **Easy uptake**

For domestic shipments, just tick the insurance block on the waybill and insert the value of the goods. International shipments are excluded from the programme.

#### **Competitive rates**

The large volume of cargo insurance written through the FedEx Cargo Insurance Programme ensures that the premium rates obtainable are competitive.

#### **Widest possible cover**

The policy has been drafted to ensure that the identified customers' risks are adequately covered by the insurance policy, specific to their risk exposure.

#### **Expeditious settlement of claims**

FedEx will submit all claims documentation to Marsh Proprietary Limited for processing and prompt settlement within the terms and conditions of the policy.

#### **Reduced administration**

FedEx will be responsible for ensuring that all administration related to the insurance policy is undertaken. Declarations will be processed on the customers' behalf, certificates will be issued where necessary and disbursement of the premium will be undertaken.

#### **Top class insurance security**

The policy has been drafted to ensure that the identified customers' risks are adequately covered by the insurance policy, specific to their risk exposure.

## Summary of Cover

### 1. Cargo All Risks

"All Risks" protection is provided in terms of the Institute Cargo Clauses (A) which provides cover against physical loss or damage to goods.

Second-hand and/or returned machinery is covered as above provided it is 10 years old or less and a pre-shipment survey has been completed and accepted by Insurers, otherwise cover will be as follows:

Institute Cargo Clauses (A), excluding loss, damage or expense caused by rust, oxidation and discolouration, unless caused by a peril insured against.

Second-hand and/or returned machinery over 10 years old or without pre-shipment survey being conducted and accepted by Insurers, coverage will be as follows:

Institute Cargo Clauses (B) extended to include loss or damage caused by water damage resultant from heavy weather, piracy, theft, pilferage and non-delivery of an entire-shipping package and/or container.

### 2. Cargo Insured

General (new) cargo excluding jewellery, watches, precious stones, precious metals, bank and/or treasury notes, bullion, money, securities, stamps, patterns, manuscripts, plans and designs, artwork, avionic equipment, glassware, explosives, arms and ammunition, all livestock, furs in raw or finished form, hazardous cargo, perishables, household and personal effects and bulk cargos.

NB: Above exclusions can be insured on a selective basis on rates to be agreed. Contact your Account Executive for more information.

### 3. Permanent Exclusions

Wilful misconduct of the assured, insufficient or inadequate packing, inherent vice, consequential loss, loss or damage caused by delay.

### 4. What value must be declared?

Replacement cost of the goods not retail value.

### 5. Limit for insurance without prior arrangement

R 500 000.00 on any one waybill

R1 000 000.00 on any one conveyance

NB: This document is to be used as a guide only and is not a substitute for the actual policy.

## What to do in the Event of a Claim

- Contact our call centre, Toll Free 08000 FEDEX (33339) to report the claim immediately and request a claim form or go to [www.fedex.com/za](http://www.fedex.com/za) and complete an online claim.
- Completed claim form, copy waybill, your supplier's invoice / quote, photograph if possible, packing list (if issued) and any other information to be emailed to [southafrica@fedex.com](mailto:southafrica@fedex.com)
- An acknowledgment of receipt will be sent within 48 hours.
- Warranted all claims / losses (other than hi-jacking) to be advised to the Insurers within thirty (30) days of the occurrence and hi-jacking / losses to be advised to the Insurers within seven (7) days of the hi-jacking taking place.
- Packaging and damaged goods to be retained in all cases of loss or damage.

#### As an insured party:

- Ensure that all waybills/delivery notes are correctly endorsed.
- Even if you have not had the opportunity to check the contents of the packages, but the outer packing appears to be damaged or tampered with, endorse your waybill/delivery note accordingly, i.e. "contents not checked, outer packaging damaged".

#### Where losses are estimated at R30 000 or more:

- Please retain all packaging materials and the damaged goods, this is imperative, as the surveyor appointed by the Insurers, will request to examine the packing materials
- FedEx reserves the right to recover the salvage for any goods claimed.
- Do not proceed with repair, replacement or reinstatement of the lost/damaged cargo until the surveyor has attended at your premises, inspected the cargo and reported to the Insurer. Only upon acceptance of liability and agreement of the claim by Insurers, may you proceed with this action

The above information is indicative only and customers are advised to contact your FedEx Account Executive or customer service on 08000 FEDEX (33339) for detailed information.

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**For further details please  
contact the FedEx Call Centre.**

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