

Goods in Transit – Insurance Product Information Document

Type of Policy : Goods in Transit

Basic Cover Provided :

Subject to the Company's Goods in Transit policy, Cover is restricted to loss and/or damage during transit directly caused by Collision, overturning of the carrying conveyance, Fire or explosion only.

Strikes, riots, and civil commotion and Terrorism as per Institute Strikes Clauses (Cargo) 1.1.82.

Termination of Transit Clause (Terrorism) JC 2009/056,

Additional Covers:

- Burglary due to actual forcible and violence entry or exit to and from the carrying vehicle.
- Damage due to Natural Perils Cyclone, Storm, Tempest, Flood, Earthquake & Tsunami.
- Loading and Unloading to and from the carrying conveyance only.

Key feature(s):

The liability of the Company under the Policy shall not exceed

- the market value of the Property immediately before the loss, destruction or damage;
- in respect of any one consignment the sum stated in the Schedule;
- in respect of any one packing the sum stated in the Schedule.

(Please refer page no 01, “Limits” section of the policy wording)

What is not covered (Exceptions)

1. loss, destruction or damage caused by or attributable to default in packing or addressing of any parcel or package.
2. earthquake, subterranean fire, explosion, spilling of acids and liquids.
3. scratching or abrasing of furniture or damage by hooks.

4. loss caused by leakage of containers unless caused by accident to the carrying vehicle or as a result of any object falling into the property whilst on the vehicle.
5. loss due to moth vermin insects damp mildew rust or overloading of the carrying vehicle, loss due atmospheric or climatic conditions happening to the Property whilst in an open vehicle unless adequately covered with Tarpaulin.
6. loss by or through theft committed assisted brought about or connived at by the insured or his agents or persons employed as subcontractors or the servants of any of them.
7. delay loss of market consequential loss of any kind depreciation deterioration or changes brought about by natural causes.
8. unless specially mentioned as being insured by this Policy:
 - a. bank notes, treasury notes, bullion, money securities stamps, documents, manuscripts, business books, patterns, models, moulds, plans, designs, explosives or livestock;
 - b. jewellery, watches, precious metals, stones, or articles composed of any of them;
 - c. breakage of glass, earthenware or other brittle articles, clocks, scientific instruments, pictures, works of art, antiques curios;
9.
 - a) Ionizing radiations from or contamination by radioactivity from any nuclear fuel or from any nuclear installation, reactor or other nuclear assembly or nuclear fuel
 - b) The radioactive, toxic explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof
 - c) any weapon of war employing atomic or nuclear fission and / or fusion or other like reaction or radioactive force or matter.
10. war on land.

(Please refer page no 01 and 02, "Exceptions" section of the policy wording)

Mode of Payment of Premium :

Annual Premium has to be paid for the Policy (unless mentioned otherwise in the Policy Schedule) and for any subsequent renewals.

Claims Procedure and Required Documents :

The insured shall take all reasonable precautions for the safety of the property insured and immediately upon having knowledge of any event giving rise or likely to give rise to a claim under this Policy shall –

- a) In the case of theft or loss, give notice to the police and render all reasonable assistance in causing the discovery and punishment of any guilty person and in tracing and recovering the property.

- b) In all cases give notice to the Company in writing and within seven days thereafter deliver to the Company a claim in writing and supply all such details proofs and particulars as may be reasonably required. In no case shall the Company be liable for any loss not notified to the Company within thirty days after the event. The insured shall not be entitled to abandon any property to the Company.

Documents required :

- Original Policy or certificate of insurance
- Survey report or other documentary evidence to show the extent of the loss or damage
- Claim form

(Please refer page no 02 of the policy wording)

Fraud

If a claim be made by or on behalf of the insured which be in any respect unfounded or fraudulent or intentionally exaggerated or if any false declaration or statement be made in support thereof no claim shall be recoverable hereunder.

(For more details please refer page no 03 “Conditions” section in of the policy wording)

Obligations of the Policyholder:

Obligations of the policyholder in disclosing material facts

- At the time of purchase:- Disclose all material facts requested in the Proposal Form, truly and accurately, to avoid any claim rejection.
- During the policy term:- Notify the Insurer of any significant changes in risk or personal information.

Obligations of the policyholder when a claim is made

When making a claim:- Provide all necessary documents and details as mentioned in the Claim Procedure along with the Claim Form.

Complaints Procedure:

We are committed to serve you with passion and willing to receive your feedback. If you are not satisfied with our services, you can lodge a complaint by below methods;

- ✓ By telephone - Customer Care Officer - 011 2126136
- ✓ By email - pilassist@peoplesinsurance.lk
- ✓ By WhatsApp - 0716230048
- ✓ By fax - 011 2126109
- ✓ By post - Customer Care Officer, People's Insurance PLC, No. 07, Havelock Road, Colombo 05
- ✓ Via online - Complaint Submission Form is available on our website www.peoplesinsurance.lk → Please click on the "Complaints" tab
- ✓ By visiting

Below information to be provided when lodging a complaint;

- I. Complaint in brief
- II. Your name and contact details
- III. References: Policy No. / Vehicle No. / Claim No.
- IV. Any supporting documents

The Trilingual Complaints Handling Procedure can be downloaded from our website - www.peoplesinsurance.lk → Please click on the "Complaints" tab

Dispute Resolution:

If you are not satisfied with the resolution given by us for a complaint lodged, you have the option to use following Alternative Dispute Resolution (ADR) mechanisms.

- I. Address your concerns to:- Insurance Ombudsman of Sri Lanka
No. 1, Bethesda Place, Colombo 05
info@insuranceombudsman.lk
011 2505542 / 011 250 5041

- II. Arbitration:- As per the Arbitration Clause in the Policy

- III. Address your concerns to:- Director Investigations
Insurance Regulatory Commission of Sri Lanka
Level 11, East Tower, World Trade Centre, Colombo 01
investigation@irsl.gov.lk / info@irsl.gov.lk
011 2396184-9 / 011 2335167

A Few Things to Remember

- The due observance and fulfilment of the terms and conditions of this Policy shall be conditions precedent to any liability of the Insurer to make any payment under this policy.
- Insured shall take all reasonable precautions to prevent or minimize loss or damage to the property insured.
- In order to receive the right amount of compensation in an event of a claim, Insured should ensure that the property is insured to its current market value.

Important Notes:

This Insurance Product Information Document (IPID) is intended to provide a summary of the main cover and additional covers (if applicable) and key features of the Policy and is not personalized to your specific individual needs. Please note that all matters of whatever nature pertaining to this Insurance (including but not limited to claims, interpretation of terms and conditions and litigation etc.) shall be governed by the terms, conditions and exclusions of the Policy which shall prevail over the contents of this document.

For Further Information:

If you require any further information, you can make a request via

- Telephone - 0112126126
- Email - pilassist@peoplesinsurance.lk
- Visiting any of our offices island wide