

## CARGO POLICY

GOODS INSURED: General merchandise of every description; however, the following commodities are excluded:

EXCLUDED COMMODITIES: Jewelry, precious metals, bank notes, negotiables, securities, works of art, valuable papers, dangerous goods, asbestos tiles, live animals, perishables, and similar items

We only cover losses that are fortuitous and do not cover non-fortuitous events. For example, if machinery is put on a flat bed and is not protected, we will not cover a loss because it rained. If you shipped frozen food in a dry container (non-reefer) and it thaws and deteriorates, we will not cover that. Other major exclusion is Delay.

DEDUCTIBLE CLAUSE: Each claim for loss or damage, recoverable under this Policy, resulting from one accident shall be adjusted separately, and from the amount of each adjusted claim be deducted the amount of: \$1,000

*CLAIM EXCLUSIONS: ELECTRICAL AND/OR MECHANICAL DERANGEMENT RUST OXIDATION AND DISCOLOURATION SCRATCHING, CHIPPING DENTING AND MARRING*

LIMITED LIABILITY: \$500,000

Cargo must be packaged as per packaging guidelines: PACKAGING GUIDELINES:  
<https://www.freightera.com/blog/how-to-ship-pallet-freight/>

Shipper's Interest Insurance is purchased through Coast Underwriters Limited.

By booking a shipment with additional insurance, you agree that you have been claims free for 3 years.

### Claims Procedures

When cargo arrives at the final destination as specified in the policy, the consignee must: Inspect it - Count, weigh, tally and examine the cargo before accepting delivery. **Do not sign BOL received in good order until you complete your inspection.**

If a container shipment, record the seal number.

If the seal is broken on arrival, note this on the receipt. Give an explicit receipt - **If the cargo is damaged or short, note exact details on the delivery receipt.** Be specific, such as "3 cartons top damaged". DO NOT write "subject to inspection". Keep a copy of the receipt - If this is not possible, make a memorandum of the manner in which the receipt was signed.

Within 24 hrs notify our Freightera insurance team: [insurance@freightera.com](mailto:insurance@freightera.com) and include Freightera BOL# / Claim in your subject line.

Assuming the loss is more than trivial our insurance provider will appoint a surveyor.

Notify the carrier – Freightera will assist in notifying the carrier and who to contact, advising them of the loss and inviting their inspection. Be aware that this is a policy condition and they must be notified in writing, and failure to notify the carrier may prejudice the consignee's rights under the insurance policy.

Filing claims against the carrier: DOES NOT prejudice the claim on your policy; WILL protect any rights you have under the Bill of Lading; CAN reduce your premium, since good recoveries make for better claims experience.

Submitting claim documents - Documenting a claim is a relatively simple procedure, and if done properly the first time, inconvenience and delay can be avoided. A list of documents that the Company will require is as follows:

- Date of Loss
- Statement of claim, in detail
- Bill of Lading, Airway Bill or Freight Bill
- Signed Delivery Receipt
- Photos of damaged items & packaging
- Original Invoice
- Confirmation of Shipment from Freightera confirming insurance purchased and declared insurance value
- Contact information for the person claiming damage – Full Name, Phone Number, Email Address & Relationship
- Any bills for paid expenses
- Any correspondence between claimant and Freightera regarding the claim

Clients wanting to put in a claim will provide all of the information above to [insurance@freightera.com](mailto:insurance@freightera.com), then once everything is collected, Freightera will send your claim package to our insurance company. The underwriter, once opening a file for you claim, will contact you directly and the Freightera Team for any further questions they may have before processing your claim.

PLEASE NOTE Delay in notification of loss or damage or failure to protect subrogation rights may prejudice your ability to recover under this policy and limit the amounts recoverable.