

Cargo

Summary of cover



This leaflet provides a summary of the significant features, benefits and limitations of the cover provided by the Zurich Insurance Company Ltd, Cargo policy. For full details of the cover including complete terms, conditions and exclusions please refer to the policy document.

Type of insurance and cover

This policy provides cover for physical loss or damage to goods during the ordinary course of transit.

The standard duration of this insurance contract is 12 months.

Significant features and benefits

Covers transit by land, sea and air for all approved modes of transport. Including inland transits, imports and exports.

The basis of cover is the universally approved Institute Cargo Clauses (ICC). These clauses are standard in International trade. Cover may include damage to goods, loss of goods, theft, pilferage, conversion, shortage or non-delivery, depending on the clauses incorporated.

Cover for goods in storage is provided whilst in the ordinary course of transit (ie before goods have reached their final destination), including loading and unloading.

Cover can be extended to include UK or overseas exhibitions and exhibition fees, stock, consequential loss and Installation cover.

Sales representatives' samples, engineers' tools and drivers' personal effects can be included.

No proposal form is required.

Significant and unusual exclusions or limitations to the standard cover

Sea/Ocean going vessels must be seaworthy, comply with the Institute Classification clause and hold valid safety and security certificate.

Breakdown of refrigeration equipment, ordinary leakage, wear and tear and loss attributable to insufficiency or unsuitability of packing is excluded.

No more than sixty days storage cover is provided at the destination Seaport (thirty days at Airport).

Loss, damage or expense proximately caused by delay is excluded, whether the delay is caused by a risk insured against or not.

Loss or damage to the subject matter insured arising from any process, test or as a result of it being worked upon.

An excess will normally apply to UK inland transits and imports.

Insurance Act 2015

This policy is compliant with the principles of the Insurance Act 2015 law reforms. It also incorporates an 'opt out' which aims to promote good customer outcomes. We have opted-out of the 'proportionate reduction of claim remedy' available to insurers under the Act. This means that in cases of non-disclosure or misrepresentation which are neither deliberate nor reckless, if we would have charged an additional premium had we known the relevant facts, we will charge that premium and pay any claims in full rather than reducing claims payments in proportion to the amount of premium that would have been charged.

We believe that our 'additional premium approach' should, in most situations, be more favourable to our customers when compared to the proportionate reduction of claim remedy. Our additional premium approach does not affect our right to apply the other remedies available under the Act for non-disclosure or misrepresentation.

Cancellation Rights

This policy does not entitle you to a cooling-off period.

Claims

To notify us of a claim please contact us as follows:



marinecargoclaims@uk.zurich.com



0800 232 1910



www.zurich.co.uk/business/claims/marine



Marine Cargo Claims, Zurich Insurance Company Ltd, 8th Floor, 70 Mark Lane, London, EC3R 7NQ

Our complaints procedure

We are committed to providing a high level of customer service. If you do not feel we have delivered this, we would welcome the opportunity to put things right for you.

Many concerns can be resolved straight away. Therefore in the first instance, please get in touch with your usual contact at Zurich or your broker or insurance intermediary, as they will generally be able to provide you with a prompt response to your satisfaction. Contact details will be provided on correspondence that we or our representatives have sent you.

If we can resolve your complaint to your satisfaction within the first few days of receipt, we will do so. Otherwise, we will keep you updated with progress and will provide you with our decision as quickly as possible.

If you are not happy with the outcome of your complaint, you may be able to ask the Financial Ombudsman Service to review your case.

We will let you know if we believe the ombudsman service can consider your complaint when we provide you with our decision. The service they provide is free and impartial, but you would need to contact them within 6 months of the date of our decision.

More information about the ombudsman and the type of complaints they can review is available via their website www.financial-ombudsman.org.uk.

You can also contact them as follows:

Post: Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Telephone: 08000 234567 (free on mobile phones and landlines)

Email: complaint.info@financial-ombudsman.org.uk

If the Financial Ombudsman Service is unable to consider your complaint, you may wish to obtain advice from the Citizens Advice Bureau or seek legal advice.

The Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS) which means that you may be entitled to compensation if we are unable to meet our obligations to you. Further information is available on www.fscs.org.uk or by contacting the FSCS directly on 0800 678 1100.

Zurich Insurance Company Ltd

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Communications may be monitored or recorded to improve our service and for security and regulatory purposes.

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