

# Shipment Protection

## Insurance Product Information Document

**Insurance Company:** This policy is underwritten by Helvetia Global Solutions AG authorised as a licensed and registered Insurer under the law of the Principality of Liechtenstein with registration number FL-0002.191.766-9.

**Product Name: Shipment Protection**

This document provides a summary of cover only and does not contain the full terms and conditions of the cover which can be found in the policy wording and schedule. It is important that you read all these documents carefully.

**What is this type of insurance?**

Shipment Protection provides cover if your items are lost, stolen or damaged during transit and delivery.



**What is insured?**

**Up to the declared cover amount:**

- ✓ Theft
- ✓ Loss
- ✓ Damage

**Up to the value of the original service:**

- ✓ Re-shipping costs of lost or stolen items
- ✓ Return shipping costs of damaged items



**What is not insured?**

- ✗ Items that are delayed during transit.
- ✗ Return shipments if a separate policy has not been purchased.
- ✗ Items that are damaged before the shipment has left for transit.
- ✗ Any duties or taxes associated with “return shipping” or “re-shipping”.
- ✗ Items stolen post-delivery, after the intended recipient or someone on their behalf picks up or moves the item from the agreed delivery address
- ✗ If you ship any ineligible items for shipping according to the terms and conditions of the distributor.
- ✗ If your items are lost because an incorrect address was entered for the intended recipient.
- ✗ If you ship anything prohibited by applicable law or regulations in the origin or destination country, or which is prohibited according to our terms and conditions.
- ✗ Items that do not meet legal requirements or regulations.
- ✗ If they are inadequately packaged or if the courier’s packaging instructions are not followed:  
<https://www.xcover.com/en/help/partners/nshift>
- ✗ For any loss in weight or volume, or wear and tear of the shipment.
- ✗ For any claims caused by or related to war, strikes, piracy, protests, or terrorism.
- ✗ **For any items listed below:**
- ✗ Cash, securities, cash-like instruments and credit cards.
- ✗ Antiques and artwork.
- ✗ Arms, ammunition, military equipment and any similar items.
- ✗ Motor vehicles including cars, drones, electric bikes and motorcycles.
- ✗ Treasury notes, bonds, deeds, manuscripts, documents of any nature and stamps.
- ✗ Tobacco, CBD, electronic cigarettes, tobacco substitute products and alcoholic beverages containing more than 70% alcohol by volume (ABV).
- ✗ Furs, rawhide, live plants, and animals.
- ✗ Perishable items and other temperature sensitive goods.
- ✗ Precious metals in bullion form.
- ✗ Precious stones (standalone or mounted on jewellery).
- ✗ Standalone computer chips, CPUs and circuit boards.
- ✗ Damage to hazardous goods included in the nine hazard classes of the United Nations' classification of dangerous goods. This does not apply for loss or theft.



**Are there any restrictions on cover?**

- ! You can claim up to the coverage amount shown on your certificate.
- ! You must be over 18 years of age when purchasing the policy.
- ! You must be a resident in the EEA or your company registered in the EEA at the time of buying the policy.



### Where am I covered?

Your shipments are covered worldwide excluding at any time transports, travel, stays and storage to/from/in the geographical locations of (Gulf of) Aden, (Gulf of) Guinea, Afghanistan, Belarus, Burundi, Chad, Cuba, Djibouti, Guinea (Republic of), Iran, Iraq, Israel, Kenya, Libya, Mali, Niger, Nigeria, North Korea, Russia, Somalia, South Sudan, Sudan, Syria, Ukraine, Venezuela, Yemen.



### What are my obligations?

- You must take reasonable care to answer all questions carefully and accurately.
- You must do all you can to prevent and reduce any damage.
- You should contact us as soon as possible with full details of anything which may result in a claim and give us all the information and documentation we ask for.



### When and how do I pay?

You will agree to pay the full cost of your policy prior to cover commencing. The premium will be collected alongside the shipping service in your standard billing period.



### When does the cover start and end?

Your cover will start once your shipment is accepted by the shipping courier and it will end once it gets delivered to the intended recipient.



### How do I cancel the contract?

You can cancel your policy prior to the courier accepting your package.

Visit <http://www.xcover.com/account> to cancel your protection.

# Terms of Business

**Please read this document carefully.** It sets out the terms upon which we, Cover Genius, agree to act for our customers and contains details of our regulatory and statutory responsibilities. It also sets out some of yours, the customer's responsibilities. Please contact us immediately if there is anything in these Terms of Business that you do not understand. Your policy documents will be sent by email only.

## About our company

Cover Genius Europe B.V. ["the agent"] which is authorised and regulated by the Netherlands Authority for the Financial Markets ('AFM') to intermediate non-life insurance and act as authorised agent in non-life insurance. Our AFM registration number is 12046177. You can check this information on the AFM's register by visiting their website or by contacting the AFM on +31(0)20-797 2000. We are registered at the Dutch Chamber of Commerce ('KvK'). Our KvK number is 73237426.

## Our address

Our registered address is: Vijzelstraat 20 3rd floor, 1017HK, Amsterdam, The Netherlands.

## Our products and services

We offer this cover which is suitable for those who wish to insure their shipments against various risks, such as loss, theft and damage during transit. Please note that this statement does not constitute advice or a personal recommendation.

This policy is underwritten by Helvetia Global Solutions AG, which is authorised and regulated by the Financial Market Authority (FMA) Liechtenstein. FMA registration number 110091, Commercial Register No. FL-0002.191.766-9. Their registered office is located at Äulestrasse 60, 9490 Vaduz, Liechtenstein. These details can be verified on the Financial Market Authority's website at: [https://www.fma-li.li](https://www.fma.li.li)

## Capacity in which we are acting

In arranging your insurance, we will act as agent of the insurer at all times. Cover Genius does not have a holding, direct or indirect representation of 10% or more of the voting rights or of the capital in the insurer. The insurer does not have a holding, direct or indirect representation of 10% or more of the voting rights, or of the capital in Cover Genius.

## Our Remuneration

When we sell you a policy the insurer pays us a percentage commission from the total premium.

## Disclosure

It is very important that information given to us when buying a policy, when completing a claims form and giving declarations to the insurer is correct. If a policy is purchased, or a form or declaration is completed on your behalf, it is your responsibility to check that the answers given to all questions are true and complete. You are advised to keep copies of any correspondence you send to us or direct to the insurer.

## Insurance premiums

We collect and hold insurance premiums as an agent of the insurer.

## Quotations

Unless stated otherwise, all quotations provided for new insurances are valid at the time of quote only.

## Cancellation right

You can cancel your policy at any time before your shipment is scanned by the courier. If you cancel your policy before the shipment is accepted by the courier, you'll receive a full refund if you have not made a claim.

Visit <http://www.xcover.com/account> to cancel your protection.

## Treating our customers fairly

We aim to provide a first-class level of service at all times, and welcome feedback from our customers. If, for any reason, you feel that our service is not of the standard you would expect, please tell us.

## Complaints procedure

For any complaints, you can contact the friendly XCover Complaints Team at any time. Include your reference number (ending with "INS") for a formal review of your claim. We'll respond within 5 days. Please email us at [complaints@xcover.com](mailto:complaints@xcover.com)

If you're not satisfied with the handling of your dispute by us or in the event of disagreement or dissatisfaction with the insurance policy, you may refer your complaint (in Dutch or in English) to the Dutch Institute for Financial Disputes:

By post:

Klachteninstituut Financiële Dienstverlening (Kifid)

Postbus 93257

2509 AG

Den Haag

By telephone: 0900 – 3552248

Via online form: <https://www.kifid.nl/file-a-complaint/>

For the resolution of cross-border disputes, it is possible to submit a complaint to the competent foreign system by requesting the activation of the FIN-NET procedure, which can be found by accessing the website [https://finance.ec.europa.eu/consumer-finance-and-payments/retail-financial-services/financial-dispute-resolution-network-fin-net/make-complaint-about-financial-service-provider-another-eea-country\\_en](https://finance.ec.europa.eu/consumer-finance-and-payments/retail-financial-services/financial-dispute-resolution-network-fin-net/make-complaint-about-financial-service-provider-another-eea-country_en)

Or

If you are still not satisfied with the handling of your dispute by us or in the event of disagreement or dissatisfaction with the insurance policy, you can also refer your complaint to an external dispute resolution entity in your home country which can be a supervisory authority, an ombudsman service or another type of external dispute resolution.

A complete list for every EEA country can be found on: <https://www.xcover.com/help/eea-ombudsman-contact>