

Our all risk insurance

A hands-on guide



- Advantages of the all risk insurance
- In case of damage
- Useful information



GOSSELIN

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Dear Sir, dear Madam,

Thank you for your interest in Gosselin!

Your household goods are in good hands with us. Thanks to our expertise and years of experience, we are able to keep the number of cases involving damage to an absolute minimum.

In spite of this diligence, unforeseen circumstances can result in damage. This is why we recommend that you take out an all risk insurance. All risk insurance coverage will allow you to focus on the actual move, rather than worry about unexpected complications.

Our all risk insurance policy is issued by Baloise, one of the world's leading transport insurance specialists.

Have a safe and carefree journey.

Nick Kerr | Marc Smet | Marcel Jörg
Board of Directors, Gosselin



WHY CHOOSE AN ALL RISK INSURANCE?

Peace of mind is so important when you are moving your belongings from one part of the world to the other. By taking an all risk coverage for your household goods, you will receive an adequate reimbursement in case something gets damaged or lost. But if peace of mind is not enough, we listed the other convincing factors for your convenience.

- 1 Without insurance, identifying the liable party (carrier, port-handling agent or moving company) may be time consuming, subject to discussion and may therefore cause delays in the settlement process. Moreover this liability will be very limited, most likely not exceeding 10% of the value of the goods.
- 2 You will be protected against natural disasters, such as earthquakes, fire, floods and volcano eruptions.
- 3 You will be protected against the risk of general average. In case of a serious accident during the shipment, the actual cargo owners (you, when not insured) will need to pay part of the costs to save the ship, crew and cargo. Moreover, in case of general average, you will need to pay a bond prior to the release of your goods. By getting an all risk insurance, the insurer will pay this bond.



1 calculation, 4 examples - liability coverage vs. insurance coverage



Frank is single, and has 35 m³ of household goods to be moved. These household goods fit into a container and will be shipped by boat to a port. Upon arrival, it appears that the entire content of the container has been damaged.

- Volume: 35 m³
- Declared replacement value of the goods: € 62 890
- Compensation without insurance: 35 x 125 = € 4375 as liability coverage according to our general terms and conditions is limited to € 125 per m³ of damaged household goods.
- Compensation with an all risk insurance: € 62 890



Anna is a diplomat, and she and her family are moving to the other side of the world. The family has 65 m³ of household goods to be moved. Upon arrival, it appears that the TV (insured for € 3000) has disappeared (lost) and there is repairable damage to a dining table (insured for € 4500). The repair cost for the dining table according to a repair specialist is € 2250.

- Volume: 65 m³
- Declared replacement value of the goods: € 388 000
- Compensation without insurance: The TV = 0,3 m³ and the dining table = 1,5 m³. As liability coverage according to our general terms and conditions is limited to € 125 per m³ of damaged household goods the compensation would be limited to € 125 x 1,8 m³ = € 225.
- Compensation with an all risk insurance: € 3000 for the TV (insured value) + € 2250 (repair cost) for the dining table = € 5250



Regardless of the fact whether it involves Frank's or Anna's move, irreparable damage to the display case and two of the six dining room chairs has been discovered upon arrival.

- Volume of damaged items: 6 m³
- Declared replacement value of the goods: display case € 2000 + 6 dining room chairs € 600
- Compensation without insurance: 6 x 125 = € 750 as liability coverage according to our general terms and conditions is limited to € 125 per m³ of damaged household goods.
- Compensation with an all risk insurance: € 2000 + 2 x € 100 = € 2200



Regardless of the fact whether it involves Frank's or Anna's move, irreparable damage to the display case and two of the six dining room chairs has been discovered upon arrival. Additionally the painting is damaged beyond repair. Nevertheless the insured value is determined on a lumpsum basis.

- Insured volume (total volume of moved HHG): 35 m³ - Volume damaged items: 6 m³
- Insured value: (35 m³ x € 3500 =) € 122.500. Replacement value of the goods: display case € 2000, 2 dining room chairs € 200 and painting € 3500
- Compensation without insurance: 6 x 125 = € 750 as liability coverage according to our general terms and conditions is limited to € 125 per m³ of damaged household goods.
- Compensation with an all risk insurance: € 2000 + 2 x € 100 + € 3500 = € 5700

WHAT IS COVERED BY OUR ALL RISK INSURANCE?

The coverage starts from the moment Gosselin starts packing until the goods are delivered (and unpacked if requested) to you or another person you have authorized to receive the goods. Any damage occurring within this timeframe is covered. Storage In Transit (SIT) 120 days is also included. For exclusions please refer to page 7.

The amount of compensation in case of damage is based on the replacement value* of your goods, provided that the true and fair value was filled out in the Valued Inventory List (VIL). The VIL gives a detailed valuation of each item moved. Alternatively you can opt for a lumpsum valuation.

In case you opt for the lumpsum valuation option the insured value will be determined on the following basis: € 3500 per m³ (volume) of moved HHG's. Additionally make sure to list all items with a value greater than € 1000 separately. Items with a value greater than € 1000 not listed separately will be compensated up to a maximum of € 1000.

Special attention is required for the following items:

Alcoholic beverages may be insured together with the household goods on the condition that the beverages are included on the valued inventory list and are professionally packed. Damage such as changes in flavor and/or liquids that have become cloudy as a result of transport (including transport with climate-control facilities) is not insured.

Collections should be included under Section 16, 17 or 18 of the Valued Inventory List (VIL) 'Works of art or antiques'. For very valuable collections valued at over € 5.000, be sure to include the certificates of origin.

Cars and motor vehicles vehicles up to five years old may be insured in the same manner as household goods. Upon receipt of the car for transport, both the owner and

the shipping company charged with transport must sign a car condition report. This provides a description of the condition of the vehicle at the time of loading.

In the event of loss or damage recoverable to any item or items forming **part of a pair or set**, the indemnity afforded by this policy shall be limited to the reasonable and fair reduction in value of the pair or set by reason of the loss or damage to the affected items having regard to the importance of the affected items within the pair or set. All the articles constituting the pair or set shall, at Underwriter's option, become their property in the event that the Underwriters agree to pay the total loss of the pair or entire set.

Classic cars may be covered under all risk insurance at a special rate that may be requested from the insurance company. The value of classic cars must correspond to the classic-car market value (this is not an assumed value).

Mold & mildew

Included provided that the goods were not already inherently mold & mildew contaminated.

Mechanical, electrical and/or electronic breakdown

Included for goods which are maximum 6 years old and always provided the goods were professionally packed.

* What is replacement value? The household goods and personal property insured must be valued at the replacement cost at destination as supported by a complete valued or lumpsum inventory. The replacement cost at destination is still to be increased by adding the accessory costs such as moving cost, freight cost, other costs of carriage and import duties and taxes. The replacement cost at destination is defined as the amount required to obtain or purchase an equivalent new item to replace the damaged or lost item. The replacement cost at destination, up to a certain extent, also takes into account the useful life-expectancy of the insured item.



WHAT IS NOT COVERED BY OUR ALL RISK INSURANCE?

- Pre-existing damage and/or defects from before the time the insured goods were shipped will not be covered by insurance.
- Illicit drugs and weapons.
- Goods that require a permit, unless an adequate permit has been obtained.
- Gold objects, precious metals, bank notes, old coins, securities, titles and postage stamp collections.
- Live plants and animals.
- Liquids and goods that pose a fire or explosion hazard and which could damage other goods, such as phosphorous, gasoline, coal, matches, dyes/coloring agents, batteries/cells, acids or corrosive substances.
- All substances or liquids which are likely to cause damage to the equipment or goods being moved.
- Goods that are specifically prohibited by the country of destination.
- Radioactive contamination
- Contraband, fraud, illicit trade, ...
- Rejection risks
- Contractual or extra contractual liability
- Quarantine or hibernation costs
- Inherent vice
- Delay
- Consequential losses



SPECIAL ATTENTION IS REQUIRED FOR THE FOLLOWING

Owner packed goods can be covered by our 'total loss insurance' (free of particular average, see following page) but excluding breakage, scratching, denting, chipping, staining and tearing of owner packed goods, unless directly caused by a risk insured under art. 6 of the Antwerp Marine Policy 2004.

OUR TOTAL LOSS COVERAGE (FREE OF PARTICULAR AVERAGE)

This coverage only covers the absolute minimum. We will always advise you to take an all risk insurance, in which the event of a total loss is covered as well. There are however situations in which you will not or cannot choose an all risk coverage:

- You are under extreme budget pressure
- You are not instructing Gosselin to handle the door-to-door move
- Gosselin is not able to see the condition of the household goods that need to be insured. For example when the goods are prepacked at a warehouse or PBO, packed by owner.

The free of particular average insurance, also known as total loss, covers all total loss arising from storm, shipwreck, stranding or collision and other accidents and perils at sea. Check all details of this coverage in our general conditions on pages 11 and 12 of this guide.



IN CASE OF DAMAGE

Make sure to note all visible damage on the delivery documents at the time of the move in the presence of the movers and notify the claims agent in writing at the time of delivery about all the visible damage. Notify the claims agent within 7 days following delivery, not including the day of delivery, about all non-visible damage. List all damage that occurred during the move.

Email your claim to the claims agent appointed by the insurance company via the following e-mail address: HHGClaims@concordia.be. The claims agent will contact you and inform you of the claims process. The claims agent will send you a claim form and guide you through the claims process.

The claims agent will inform you timely whether or not a surveyor needs to be appointed in order to assess the damages. Please be sure to keep the damaged items available for a possible survey by the insurer, or wait until final settlement of the claim before repairing or disposing of the damaged items.



Do I need extra insurance if my household goods need to be stored?

Yes. You will need to take out an extra insurance coverage for the period your household goods are stored. The applicable premium will be mentioned in our price quote. During storage in transit up till 120 days, storage risk is included in the all risk premium.

Is damage resulting from burglary and the theft of the insured goods covered under an all risk insurance?

Yes, damage to your household goods as a result of burglary and theft is covered under the all risk coverage.

In the event of theft, attempted theft or a cause that is suspected of being criminal in nature, you must submit a report immediately to the competent authority and immediately notify Gosselin, stating the amount of your damage including a detailed description of the circumstances and the police report number. Our Legal & Risk Department will send this information to the insurance broker.

Can I also insure the costs of the move?

Absolutely! It is strongly recommended to insure your moving costs: shipping and freight charges. Next to repayment for your lost property, you will also be reimbursed for the costs of your move in the event of the complete destruction of your goods.

Gosselin offers you this option on the application form. Please fill in the total amount

for the move as shown on the order for service/order confirmation in section 21 of the Valued Inventory List.

Can I insure certain objects of my household goods, only the expensive items?

No. Household goods must be insured in their totality. The value of each item should be mentioned on the Valued Inventory List (VIL).

What happens if the value filled out in the VIL does not correspond with the replacement value?

Only the replacement value will be remunerated. If the indicated replacement value declared on the VIL is higher than the replacement value, you will still receive the replacement value. If the indicated value is lower than the replacement value, you will receive the lower replacement value.



GENERAL TERMS AND CONDITIONS

Duration of the risks

This insurance starts from the time of packing of the goods at the initial point of the voyage mentioned on the insurance certificate or the insurance declaration form, and continues without any interruption during the ordinary course of transit, wherever the goods may be until safely unpacked at their destination or in whatever warehouse or place of final destination is stipulated in the insurance declaration form or certificate.

Including risks while in customs as may be required.

Including all trans-shipments whether customary or otherwise.

Insurance Terms

A All Risks

Cover is acquired by virtue of Article 8 (All Risks) of the Cargo Insurance Policy of Antwerp dated 20/04/2004, covering all material damage and/or losses, whatever their cause, however ALWAYS EXCLUDING:

- inherent vice of the insured cargo,
- insufficient conditioning and/or packing of the insured cargo, when done by the client before inception of the voyage,
- delay which is not caused by an insured peril,
- seizure,
- confiscation and any other occurrence which is the consequence of contraband, prohibited or clandestine commerce,
- indirect damages, losses and/or expenses even caused by an insured peril and difference in duties at arrival (art. 11.2.6)

Excluding unexplained shortages and differences in weight.

Excluding disappearances and differences in stock taken during storage.

Exclusion of Cyber Attack, ABAM-BVT clause CN001 dd. 27/11/2003.

Exclusion of Radioactive Contamination, Chemical, Biological, Bio-Chemical and Electromagnetic Weapons, and exclusion of Abandonment for Radioactive Goods, ABAM-BVT clause CN 200 dd. 27/05/2004.

Classification Clause, ABAM-BVT clause CN 203 dd. 28/06/2001.

Joint Sanction Clause, ABAM-BVT clause CN 102 dd. 31/03/2011.

War risks for the Carriage of Cargo by Sea, ABAM-BVT clause CN 300 dd. 27/05/2004.

War risks for the Carriage of Cargo by Air, ABAM-BVT clause CN 301 dd. 27/05/2004.

War risks for the Carriage of Cargo by Post, ABAM-BVT clause CN 302 dd. 27/05/2004.

Strikes and Riots Risks, ABAM-BVT clause CN 400 dd. 27/05/2004.

B Total Loss (FREE OF PARTICULAR AVERAGE)

Cover is acquired by virtue of Article 6 (Free of Particular Average) of the Cargo Insurance Policy of Antwerp dated 20/04/2004.

6.1. Every physical total loss arising from storm, shipwreck, stranding, collision, average, forced entry into a port of distress, forced change of route, voyage and/or vessel, jettison, fire, looting, capture and molestation by pirates, perils of the sea during quarantine, negligence of the Master and of the crew, barratry of the Master and, in general, from all accidents and perils at sea.

There is a physical total loss when the insured object is destroyed, or is damaged to such a degree that it ceases to be a thing with the properties of the insured object, or when it is damaged to such an extent that the repair costs and the costs to be made in order to forward it to its final destination would exceed its value at destination, or when the

Insured would be irrevocably deprived of the insured object, or when it is improbable that he will recover it, or that the costs to be made for this purpose would exceed the value of the insured object at the time when he would recover it.



6.2. all physical damage and/or losses that occurred during the voyage by sea or inland waterways, when one or several of the following events has/have taken place:

- shipwreck;
- fire;
- stranding;
- collision;
- discharge as a consequence of forced entry into a port of distress;

6.3. All cases for which abandonment can be invoked under article 12;

6.4. All physical damage and/or losses caused by falling into the water during loading, unloading and transhipment of seagoing vessels and inland navigation craft;

6.5. All physical damage and/or losses during transit and/or intermediate storage on land or during transport by air, and caused by one or several of the following occurrences:

an accident incurred by the means of conveyance on which the goods and objects are loaded and/or the building in which the goods and objects are stored;

- fire;
- lightning;
- explosion;
- collapse of bridges, tunnels and other engineering structures;
- flood;
- avalanche, snowfall, landslide;
- emergency landing of an aircraft due to a technical failure of this conveyance.

6.6. All physical damage and /or losses caused by theft;

6.7. All physical damage and/or losses caused by adverse climatic conditions are also covered if subsequent to one of the events mentioned under article 6.5.

C Replacement clause:

In the event of breakdown or damage of part of household goods, the Assured will either repair or replace by spare parts, upon demand of the Underwriters.

Costs for shipment to the factory, replacement and repair are fully chargeable to the Underwriters. The breakdown or damage of part of an insured object shall in no way give reason for abandonment, nor for total loss of the object. The Insured, however, keeps his right to abandon for loss or damage up to 3/4 of the value.

D Restoration clause for arts and antiques:

In case of damage, a survey will determine if and for which price the objects might be restored.

If the survey report states that, in spite of the repairs, the object has been subject to a devaluation, the insurance indemnity will represent the cost of repair and the amount of the said devaluation. However, the amount of the indemnity will not exceed the insured amount of the object concerned.

E Extra expenses:

Where extra expenses are incurred to ascertain and/or to prevent losses (including interventions made by the underwriter's agents) those expenses shall be recoverable in full, even in the event that the said material losses are not recoverable according to the terms of this policy. Extra expenses incurred to maintain and/or remove the insured goods shall be recoverable in full only after a covered loss. The insurers shall take for their account the costs of cleaning, removal and destruction of debris if these have been undertaken following the application of a measure taken or imposed by a competent authority, or reasonably taken by the Insured, considering the circumstances, and only as a consequence of a covered peril. These costs shall be insured in excess of the insured value of the goods, up to a maximum of 25% of this value. This limitation shall not apply for costs up to € 50,000.

Great! You have chosen to go forward with an all risk coverage. Here's what you need to do:

Submit a request to your move manager by checking the insurance box in your price quotation.

Fill out the Valued Inventory List 3 days prior to your removal or sooner. You will receive a certificate of insurance upon request.

Should you need more information, our legal department is at your service. Send an email to insurance@gosselinggroup.eu

Have a safe journey !

www.gosselin-moving.com

