

OSS

WORLD WIDE MOVERS

MOVE COVER

INTERNATIONAL INSURANCE PACKAGE





OSS Movecover Transit Insurance Package

Why Should I Insure?

OSS World Wide Movers strive at all times to eliminate risk and ensure peace of mind in relation to your move.

When you move with OSS, you know that your goods are always in the best of care, wherever in the world you are moving to.

However, you will appreciate that the distances involved, coupled with the rigours of local or international transit and storage, means that on occasions loss and/or damage to your shipment can and/or may occur.

In many of these circumstances OSS World Wide Movers may not be liable to make good any loss or damage suffered by you. For total peace of mind you are urged to utilise the OSS MOVECOVER Insurance Package to ensure you are duly compensated for any unforeseen loss which may occur.

OSS MOVECOVER offers a range of insurance cover options at favourable rates.

How Do I Apply For Insurance Cover?

OSS World Wide Movers will outline to you in its moving quotation the rates applicable to effect insurance cover through its MOVECOVER package.

You should read this MOVECOVER brochure carefully. It includes various information as to the covers available.

There is a **Financial Services Guide (FSG) Policy Disclosure Statement (PDS) and Policy Wording**, which tell you how we arrange the cover, what is covered and what is not, as well as how to make a claim.

All requests for insurance cover must be made by completing the "Movecover Transit Insurance Application" form provided by OSS and returning it to OSS at least 7 days prior to the commencement of your move. Retain a copy of the completed application for your records.

Make sure you nominate the cover type required (full cover, restricted cover or restricted cover (total loss only)) and also the basis of settlement (replacement cost or market value).

You should insert the values to be insured against each item. Remember the "indicative" or "average" values shown on the OSS Movecover Transit Insurance Application Form are a guide only, give some thought to this process. Remember any item for which a value is not given will be considered as not insured. Your OSS relocation consultant will supply you with an item by item room by room schedule of "indicative values" prepared from the survey listing of your goods being moved or shipped. This may assist in providing a good starting point for you to calculate the correct sum insured amounts for your goods, using those indicative values which are based on similar articles of average size and quality in Australia. Please remember though they are just that, indicative values, and may differ to the correct values of your particular goods.

The insurance cover only comes into effect when OSS World Wide Movers issues a Certificate of Insurance upon receipt and approval of the completed application form. Cover will not however come into effect until the premium is paid in full or satisfactory arrangements have been made (confirmed in writing by OSS) to debit the premium to a company or organisation against an official purchase order or similar authority.

What Cover and Premium Options are available to me?

Full Cover is a very broad cover and insures all risks of loss or damage to the insured goods with relatively few limitations or exceptions (see policy wording attached).

Restricted Cover is more limited in its scope and covers only loss or damage resulting from:

- Fire and Explosion, Lightning, Flood;
- Overturning and/or derailment of conveyance;
- Collision of vessel, aircraft or conveyance;
- Crashing or forced landing of aircraft, stranding, sinking or contact of a vessel with any external object other than water;
- Entry of water into any vessel, hold, container lift van or place of storage

The premium for "Restricted Cover" is generally lower than for "Full Cover".

Restricted Cover (Total Loss only) is the lowest premium option as it limits cover to **total loss** of the **entire consignment** as a result of the perils outlined above under "Restricted Cover".

Valuing Your Shipment for Insurance

In the event of a claim you will want true and full compensation for any lost or damaged goods. Remember you will most probably be lodging a claim from your destination country and the best way to get a satisfactory settlement is to fully insure all the goods in your shipment for their full value at destination. Bear in mind an item purchased for say \$1500 five or six years ago may now cost \$2500 to replace. Also bear in mind the cost of things in your destination country. That same item may cost \$3000 - \$3500 to replace by the time you convert the overseas cost in currency to Australian dollars.

You have the choice of selecting one or two different bases of settlement, **replacement cost value** (new for old) or **market value** (depreciated actual value). Whichever basis you select, the insured value needs to represent the full value at destination on that valuation basis. Therefore, you may need to make some enquiries to establish the cost of similar goods to yours at the place or country you are moving to. This is a very important process. If you under value your goods for insurance, it is likely your claim, should you need to make one, will not result in the level of compensation you need or expect.

The Valued Inventory/Application Form

OSS will provide you with a "Movecover Transit Insurance Application" which can be used as your valued inventory. Simply list the number of each particular item to be included in your shipment and declare the full value. For example, if you have six dining chairs, replacement value of \$500 each, show under "dining room" chairs 6 \$3,000. Add up all the items for each room or category as outlined in the Application Form and the sum will be your total Sum Insured Value.

You must individually list and value all "valuables", items which are of a value of \$1000 or more, items under this value can be grouped together or declared individually. There is a section for you to do this in the Movecover Transit Insurance Application Form, OSS will provide to you.

We have endeavoured to assist you in arriving at a correct insured value by listing some **approximate** replacement values next to each of the items from our survey inventory listing incorporated into our "Movecover Transit Insurance Application form". These approximate values are just that, approximate, and are based on replacement values in Australia only, in Australian dollars. Your items may have a much different replacement value, depending on the items themselves and likely replacement cost in your destination country.

If you prefer, you may use any other alternative form or paper to list your shipment items and values, provided that you follow the same valuation guidelines. If you prepare a separate list, you must sign both that list and also still sign the Movecover Transit Insurance Application Form, but refer on the Application Form to the separate list totalling \$.....

Whichever way you prepare your valued inventory, it should be as comprehensive as possible. The more specific you can be, then the greater the likelihood of a swift and full settlement in the event of a claim.

You also have the opportunity to insure the cost of your moving charges. Should you do this and say the shipment is lost or totally destroyed, then the insurance company would reimburse your moving expenses, as well as paying you for the replacement cost of the items insured. To benefit from this protection, simply itemise the actual moving charges on your valued inventory, then add the value of your goods to the shipping cost to calculate the "Total Insured Value". If you do not list the moving charges on your valued inventory we will assume you do not wish to cover the moving charges.

Lump Sum Valuation Basis Option

Rather than completing the detailed valued inventory, you may opt to insure for a total lump sum figure. This figure must equate to not less than that arrived at by using the formula of A\$3,500 multiplied by the volume in cubic metres of your shipment. Any individual item with a value in excess of A\$2,500 must still be listed and valued on the valued inventory and the surplus for that item over and above the A\$2,500 figure is deemed to be in addition to the A\$3,500 per cubic metre calculation (otherwise A\$2,500 is the maximum claimable for that item). You will still be required to complete the information at the top of the "Movecover Transit Insurance Application Form", as well as the relevant detail in the "Lump Sum Valuation" box and sign the declaration before returning it to OSS. Your OSS representative can assist in determining the volume to arrive at the Lump Sum Valuation option. As a guide, a full 20ft container load will amount to 30 cubic metres (at A\$3,500 = A\$105,000) and a full 40ft container load will amount to 60 cubic metres (at A\$3,500 = A\$210,000). It is not possible under this option to use a lower amount per cubic metre than the A\$3500

Items of Above Average Value

There are certain items which may fall into this category. Accordingly you should note our liability for loss or damage under our insurance package is limited to a maximum of \$1000 for any one item (or A\$2,500 if you have used the lump sum valuation basis option), unless you have specifically noted a specific value for each such item on the Movecover Transit Insurance Application form.

Generally speaking the types of items of above average value include:

- Works of art, curios and pictures
- Collections such as stamps, medals and the like
- Furs or certain clothing items
- High valued electrical items (e.g. sophisticated sound systems)

This policy does not cover loss or damage to any antique, curio, plate, precious object, work of art, medal, stamps, collection of items, fur, oriental rugs, silverware piece of precision equipment or professionally packed carton by the removal company the value of which exceeds \$1000 unless specifically declared on the list of items to be insured or on the removal contract. Jewellery, cash, credit cards, notes, deeds, tickets, traveller's cheques, watches, coin are not covered at all.

Under Insurance Clause

Remember you should value your goods for their full replacement or market value at destination and you should insure all items in the shipment otherwise you may not be able to recover the full amount of any claim. Please refer to the Under Insurance clause in the policy wording.

Scope and Duration of Cover

Subject to the terms and conditions of coverage, the policy covers new and used household goods, personal effects, automobiles and motorcycles for the risks insured (as chosen by you on the "Movecover Transit Insurance Application Form") during transit. The coverage starts when OSS first moves and uplifts your goods within your home or place of uplift and remains in effect during the normal course of transit until the goods are last moved by OSS when delivered to you or someone on your behalf at your new home or nominated place of delivery. Note that the cover will also cease at that time on any items originally packed by OSS which you choose to unpack yourself after the delivery.

Owner Packed Goods

Certain loss or damage to owner packed items may not be covered or can only be covered under certain conditions as outlined in the Policy wording attached under "Risks Covered" and under "Owner Packed Cartons". Loss or non-delivery of a complete carton/container of owner packed items is limited to \$500 unless you provide prior to uplift/commencement of transit a separate fully valued list of the contents of each owner packed carton/package and we acknowledge in writing its receipt and acceptance.

Optional Extensions

Pairs and Sets Clause

Where an item is part of a pair or set, insurers will only pay for the actual part(s) which is lost or damaged. No payments will be made for articles that are not lost or damaged or loss of value to the set due to individual missing or damaged pieces.

For example, let's say a 3 piece lounge suite - comprising of one sofa and two chairs - is included in your consignment. One chair is damaged and required upholstery. The policy will consider the cost of re-upholstering the damaged chair only, as insurers are not liable to pay for items which have not been damaged. Similarly, if an item from a pair or set is mislaid, payment of a claim would be made only for the lost item(s) and not for any remaining items from that pair or set which are unaffected.

Protection against these types of losses can be purchased at an **additional premium**. Your OSS representative will be happy to advise the amount of the additional premium.

The benefits of additional pairs and sets insurance coverage will be that in the event of loss or damage to any item or items forming part of a pair or set, the insurer's liability will be limited to a reasonable and fair reduction of the value of the pair or set taking into consideration the importance of the affected items within the pair or set. The insurers maximum liability under this extension is A\$25,000 any one claim/event.

Note: Should insurers agree to pay the total loss of the pair or entire set, the items shall at their option become their property.

Mould and Mildew

The basic policy will not cover your goods for loss or damage caused by atmospheric or climatic conditions such as humidity which can cause, for example, mould and mildew. Please note that whilst OSS will take every possible precaution to protect your goods from this type of damage it can, in certain circumstances, be unavoidable as goods travel through different climatic zones.

Coverage for losses or damage arising from mould and mildew can be purchased at an **additional premium**. By payment of the additional premium, the policy will be extended to cover loss or damage which is reasonably attributable to mould and mildew subject to the goods having been professionally packed by OSS or its representatives.

Electrical, Electronic or Mechanical Derangement

Upon arrival at destination, should say an electrical item that was in working order prior at the time of uplift just not work at destination and there are no external signs of damage to the item or its packaging, the standard policy will not respond. Whilst OSS will take every care in ensuring your goods are protected to withstand the normal rigours of transit, certain electrical items may have intricate components which may be affected by movement. Protection against this type of loss can be purchased at an additional premium. Payment of the **additional premium** will extend the policy to cover loss or damage which is caused by electronic and/or electrical and/or mechanical derangement provided the item does not exceed 7 years old and subject to the goods having been professionally packed in accordance with the manufacturer's recommendations wherever possible. The insurers maximum liability under this extension is A\$25,000 any one claim/event.

In the Event of a Claim

If, upon delivery, you notice damaged or missing items you should mark the delivery receipts and inventory accordingly, it is also prudent you take photographs of any damaged items. You must then notify the OSS International Claims Centre as soon as possible and no later than 30 days after delivery.

You should provide the OSS International Claims Centre with as much information as possible about the matter. Further instructions plus a claim form will then be forwarded to you. The better and clearer the information the quicker the claim can be processed.

Depending on the nature of the claim, you will be asked to provide repair estimates, original invoices or estimated replacement quotes. You will also be asked to provide documents to support the final claim, such as the original insurance certificate, photographs of the damaged item(s), signed delivery receipts, the original inventory and copies of any relevant correspondence. You must make your actual final claim within 90 days of the delivery. Details of the initial notification and final claim lodgement should be forwarded to:

OSS International Claims Centre

PO Box 4402, Dandenong South, VIC 3164, Australia

Telephone: 61-3-9799 5800

Fax: 61-3 9799 5888

E-Mail: insurance@ossworldwide.com

All Claims are subject to the customer excess/deductible shown in the removal contract/certificate of insurance or in the absence of such a figure A\$200

Storage Extension

The Insurance Policy covers your goods during all aspects of the move, including any duration in shipping or transit warehouses, provided this is part of the normal transit process under the control of OSS. If you require additional temporary or long term storage at either origin or destination, then it may be necessary to request a "storage coverage extension", in order to extend and keep current the "transit" policy during the storage period.

Prior to Shipment (after Uplift) The first 30 days storage insurance extension on goods nominated to be stored/held at approved (OSS) premises prior to the actual shipment, are included within the base premium. The insurance can be extended for storage after that period upon application to OSS and payment of an additional premium.

At destination the insurance automatically provides cover for the goods in an approved in writing (by OSS and/or insurers) warehouse within the country of destination for a period of up to 30 days free of charge. This period can be extended upon application to OSS and payment of an additional premium.

It is your responsibility to apply in writing to OSS to notify of storage and to apply for any storage insurance extension.

Please note cover **ceases** at the storage premises after 30 days or immediately on delivery to a warehouse not approved in writing (by OSS and/or Insurers) unless OSS has received an insurance storage extension request and an additional premium has been paid.

For extension of cover you should apply to the:

OSS International Insurance Centre

PO Box 4402, Dandenong South, VIC 3164, Australia

Telephone: 61-3-9799 5800

Fax: 61-3 9799 5888

E-Mail: insurance@ossworldwide.com

Extensions are based on periods of calendar months only and the additional premiums are calculated at a percentage rate of the declared value per month or part thereof.

When contacting OSS, please advise:

1. Insurance Certificate Number
2. Where the goods will be stored
3. When the storage period will commence
4. The maximum period for which storage will be required

OSS will then advise you if the place of storage is approved, the amount of the extra premium and the procedure to pay that premium.



OSS Holdings Pty Limited
ABN 78 002 761 373
Authorised Representative No 279802
9 Goulburn Street Kings Park, NSW 2148
Telephone (02) 8825 9300 Facsimile (02) 8825 9333

Financial Services Guide

Who we act for

OSS Holdings Pty Ltd is appointed as an Authorised Representative of Australian Risk Applications Pty Ltd to provide the insurance service under their Australian Financial Services Licence number 228991

There is no relationship between OSS Holdings Pty Ltd and Australian Risk Applications Pty Ltd other than one of customer and service supplier.

Authorised Services

We hold a domestic and international transit and storage policy. When you instruct us to do so we can arrange for this policy to cover you.

If you ask us to arrange the above insurance policy, we will give you a Product Disclosure Statement

(PDS). This will describe the main features of the policy. You should read the PDS to help you decide if the policy suits your needs, objectives and financial situation.

If you request us to arrange insurance you will need to complete a valued inventory of all your goods prior to us providing you with an insurance certificate.

If you need advice or your insurance needs are different from the cover available in our policy, we can refer you to Australian Risk Applications Pty Ltd who will be able to assist you.

How we are paid

For arranging for you to be insured under our policy, we receive the difference between the amount you pay us for your insurance and the cost of the premium we pay for the policy (which is based upon our annual turnover) and the amount we pay under \$5000 in respect of all claims. The amount you pay us is based on the value of the goods we are removing or storing on your behalf, as declared on the Movecover Transit Insurance Application.

Our staff who arrange your insurance are paid a salary. They do not receive a bonus for arranging insurance for you.

In addition, Australian Risk Applications Pty Ltd receives commission up to 30% for arranging our policy.

Do we have Professional Indemnity insurance?

During the term of this agreement, OSS Holdings Pty Ltd will maintain in force Professional Indemnity Insurance against negligent acts, errors and omissions.

Complaints and disputes about our services.

Australian Risk Applications (Pty) Ltd handle all complaints or disputes about our services.

Their complaints officer can be contacted at;
Level 5, 9-13 Young Street, Sydney NSW 2000
T: (02) 9007 2491

If complaints officer does not resolve the complaint to your satisfaction, you can refer it to Insurance Brokers Disputes Limited, whom they are a member of. For further information about FOS (Financial Ombudsman Services) contact them directly on 1300 780 808 or email info@fos.org.au

Date of FSG preparation - 1st September 2013.

CUSTOMER GOODS IN TRANSIT AND STORAGE SUMMARY

Product Disclosure Statement

This Product Disclosure Statement provides information about the main features of Customer Goods in Transit and Storage Insurance.

Why should I take out insurance?

Regardless of any contractual rights you may have against your Removal Company, there are many circumstances where they will not be liable to make good any loss or damage to your goods, for example where the goods are damaged as a result of an accident that is not the Company's fault. Customer Goods in Transit and Storage insurance can assist to fill this gap.

Who to contact about your policy.

Your first point of contact about the policy should be your Removal Company. If they cannot answer your enquiry, you can contact Australian Risk Applications by telephone (02-9007 2491), email (mark@austrisk.com), facsimile (02-9247 1454) or letter (Level 5, 9-13 Young Street Sydney NSW 2000).

Insurer

QBE Insurance (Australia) Limited (ABN 78 003 191 035) AFSL239545 of 85 Harrington Street, Sydney NSW 2000.

Significant features and benefits of the policy

You may select from a number of alternative types of cover available under the policy for loss or damage to your goods.

Type of Risks - Full Cover insures you for most risks of loss or damage to your goods. However, Restricted Cover only insures you for accidental loss or damage which occurs as a result of:

- Fire, explosion, lightning, and flood
- Overturning and/or derailment of conveyance
- Collision of vessel, aircraft or conveyance
- Crashing or forced landing of aircraft
- Stranding, sinking, or contact of a vessel with any external object other than water
- Entry of water into any vessel, hold, container lift van or place of storage

Basis of Settlement - Under Replacement Cost cover, if your goods are lost or totally destroyed, you receive the new replacements cost provided the goods are less than 7 years old. Under Market Value cover, you only receive the current market value of the goods. If the goods are damaged, both covers will cover the reasonable cost of repair.

Limits and exclusions from cover

The table below summarises the limits on the covers provided.

Goods	Limitations/exclusions
Items more than 7 years old	Market value cover unless listed on your Insurance Declaration
Computers and computer accessories	Market value cover only
Clothing	Market value cover only
Motor vehicles, motor cycles, boats and trailers	Market value cover only
Office and factory goods	The lesser of Market Value and Declared Value (plus insurance, packing and freight)
Pairs and sets	Only the lost or damaged parts
Antique furniture	Reasonable cost of repair
Owner packed cartons	Restricted cover only - \$500 for non delivery unless an itemised list of contents is provided before transit commences
Motor vehicles being driven under their own power	Not covered unless being loaded or unloaded by your Removal Company
Valuables worth more than \$1000	Not covered unless listed in your Insurance Declaration
Jewellery and money/coin	Jewellery and money/coin are not covered by this insurance
Terrorism	Transit cover only
Various other risks	Not covered as detailed in the policy wording

Cost of the policy

The amount you pay for the insurance depends on the value of the goods being removed or stored.

Other factors which determine the premium include:

- The type of insurance selected by you (market or replacement value, transit or storage).
- The distance the goods are transported or period for which the goods are stored.
- The insurance cover selected (all risks or only specified risks).

The amount you pay includes any stamp duty and GST.

Our quotation for your transit insurance is firm. OSS will give you one month's notice of any change in the storage insurance rate.

How do I select the amount to be insured?

It is important that you insure your goods for their full value. This means that you should tell us about the:

- New current value for Replacement Cost Cover (with no allowance for depreciation)
- Replacement cost less an allowance for depreciation for Market Value Cover.

If the declared value of the goods is less than 80% of their actual value at the time of the loss or damage, the amount of the claim will be reduced in the same proportion as the declared value bears to 80% of the actual value.

How you pay for the insurance

The premium will be shown on the quotation for your Contract for Removal and Storage which your Removal Company will provide to you before your goods are removed. When you accept the quotation, your Removal Company will invoice you. You pay for the transit insurance when you pay your removal charges. Your Removal Company will invoice you for storage insurance at the same time as the storage charges.

Excess

The amount you will receive for a claim will be reduced by the customer excess shown in the removal contract/certificate of insurance or in the absence of such a figure A\$200. This amount is known as an excess.

Conditions

Some conditions apply to your policy. Full details are set out in the policy wording. The significant conditions are summarised below:

Duty of Disclosure - When you apply for insurance we rely upon the information you provide to decide whether to insure you, and anyone else to be covered, and on what terms. If you do not answer all questions honestly we may reduce or refuse a claim, or cancel the policy.

Cooling off - You may return the insurance contract up to 20 days after the date of the invoice for the removal, storage and insurance (the cooling off period). However you may not return the insurance contract after the commencement of the work. To return the contract, notify the removal company within the cooling off period. Any premium paid will be returned. The notification must be made in writing and can be made by email or posted to the address detailed on the removal contract or invoice.

What do I do if I need to make a claim?

The policy wording has detailed instructions on how to make a claim.

CUSTOMER'S GOODS IN TRANSIT AND STORAGE INSURANCE SUMMARY

Policy Wording

This insurance will be arranged on your behalf by OSS Holdings Pty Ltd as an authorised representative of insurance brokers, Australian Risk Applications Pty Ltd (AFSL 228991).

Cover is underwritten by QBE, a full copy of the QBE Policy Wording is available at <http://www.ossworldwidemovers.com/forms>

DEFINITIONS

In this policy the following words have the meaning set out below:

Removal Company - OSS Holdings Pty Ltd

Customer - Persons or entities who contract with the removal company to remove and/or store their goods.

Customers' Goods - Physical property which a customer has asked the removal company to move and/or store including household goods and personal effects of every description including antiques, works of art, vehicles, boats, and trailer; and office and factory contents of every description including computers and all ancillary equipment, plant and machinery.

Transit - All conveyances by road and/or rail and/or air and/or vessel to and from ports and or places anywhere in Australia or the world. Transit commences when goods are first moved and/or uplifted within the house, office or factory by the removal company for the purpose of transit and ceases when the goods are last moved by the removal company after delivery to their final destination or such other place as the receiver may instruct. Transit includes packing/unpacking of goods by the removal company at uplift or delivery and any storage which is incidental to the transit.

Storage - Any storage of customers' goods at the customer's request in an authorised warehouse or compound by the removal company prior to, during or after transit.

Fragiles - Items such as glassware, dinnerware, china, porcelain, ornaments, chandeliers, antiques, curios, plates, precious objects, works of art, precision equipment, model boats and the like.

INSURER

This insurance is provided by QBE Insurance (Australia) Limited (ABN 78 003 191 035).

RISKS COVERED

Where the customer has requested the removal company to insure the customer's goods, depending on the risks and period of cover and basis of settlement selected by the customer and shown in the certificate of insurance, this policy insures the customer's goods as set out below:

Full Cover insures all risks of loss or damage to the insured goods during transit from any external cause including accidents, damage during packing, loading and unloading by the removal company or its representatives. However, regardless of which cover the customer selects, goods packed by the customer are insured only for restricted cover.

Restricted Cover insures loss or damage to the customer's goods during transit resulting from:

- fire and explosion;
- lightning, flood;
- overturning and/or derailment of conveyance;
- collision of vessel, aircraft or conveyance;
- crashing or forced landing of aircraft; stranding, sinking, or contact of a vessel with any external object other than water;
- entry of water into any vessel, hold, container lift van or place of storage.

Additional Risks Covered

In addition to the risks set out above, this policy insures the customer's goods for loss or damage caused as a result of:

- war (sea and air transit risks) and strikes, riots and civil commotions in the terms of Institute of London Underwriters' Clauses current at the time of shipment; and
- General Average and Salvage Charges adjusted or determined according to the removal contract and/or the governing law and practice, which are incurred to avoid or in connection with the avoidance of loss from any cause other than those excluded elsewhere in the policy.

BASIS OF SETTLEMENT

Depending on the Basis of Settlement elected by the customer and shown in the certificate of insurance, if loss of damage occurs as a result of an insured risk, the insurer will pay, up to the declared value of any item (and subject to the restriction set out below):

Replacement Cost

In the event of damage, the reasonable cost of repairs or restoration. For any items totally lost or destroyed, full replacement cost provided that such items are no more than 7 years old or have been specifically declared and valued on the insurance declaration or removal contract. Regardless of which Basis of Settlement is selected, the insurer will only pay market value for the following items: goods more than 7 years old or which have not been declared; computers and computer accessories; clothing; motor vehicles, boats and trailers.

Market Value

In the event of damage, the reasonable cost of repairs or restoration. For any items totally lost or destroyed, their replacement cost less a reasonable allowance for age, condition, wear and tear and depreciation.

Office or Factory Goods, including Plant and Machinery

For office and factory goods, including plant and machinery, the insurers will only pay; the lesser of the market value and the declared value of the goods at the time of loss; and agreed charges for insurance, packing and freight.

Pairs and Sets

Where one or more articles in a pair or set (including lounge suites) are lost or damaged, the policy only covers the lost or damaged parts. The insurers will not pay more than a proportionate part of the insured value of the pair or set without reference to any special value which they may have as a pair or set or depreciation or loss of value.

Subject to payment of an additional premium and confirmation on the insurance certificate, cover will extend to the value of the entire pair or set where only one item of a pair or portion of a set sustains loss or damage by and insured peril, in such case the maximum amount any one claim/event will be AS\$25,000

Mould and Mildew

This policy does not cover loss or damage or expenses caused by normal atmospheric or climate conditions including mould or mildew.

Subject to payment of an additional premium and confirmation on the Insurance Certificate, cover will extend to include loss or damage to the items insured caused by mould and mildew. In such case the maximum amount any one claim/event will be AS\$25,000

Mechanical and Electrical Derangement

This policy does not cover mechanical, electrical or electronic breakdown or derangement of the insured goods where there is no external evidence that an insured event has occurred. Subject to payment of an additional premium and confirmation on the Insurance Certificate, cover will extend to damage caused by electrical, mechanical and electronic failure where there is no external evidence that an insured event has occurred. In such case the maximum amount any one claim/event will be AS\$25,000

Antique Furniture

For antique furniture, the insurers will only pay the reasonable costs of repair and will not pay any depreciation or loss of value caused by the loss or damage.

Fragile Items

The amount recoverable for loss or damage of fragile items included in the items to be covered in the "OSS Moveover Transit Insurance Application" will be limited to the value listed in the Moveover Application. Cover against a greater content of Fragile Items is available on written request, subject to a detailed inventory and payment of an additional premium. Please note there is a section in the "OSS Moveover Transit Insurance Application" where you may apply for this additional cover.

Under Insurance

We require you to insure for the full value or maximum risk. If you do not do so, and you are underinsured, we may pay you less in the event of a claim, calculated on the basis of if the declared value of the goods is less than 80% of their actual value at the time of the loss or damage, the amount of the claim will be adjusted in the same proportion as the declared value bears to 80% of the actual value.

Excess

The removal company must pay the first \$5,000 in respect of any one claim under this policy. The customer must contribute the Customer Excess shown in the removal contract.

EXCLUSIONS FROM AND LIMITATIONS ON COVER

Motor Vehicles

This policy does not cover motor vehicles while they are being driven under their own power unless they are being driven by an authorised representative of the removal company for the purpose of loading or unloading.

Valuables

This policy does not cover loss or damage to any antique, curio, plate, precious object, work of art, medal, stamps, collection of items, fur, oriental rugs, silverware piece of precision equipment or professionally packed carton by the removal company the value of which exceeds \$1000 unless specifically declared on the list of items to be insured or on the removal contract. Jewellery, cash, credit cards, notes, deeds, tickets, travellers cheques, watches, coin are not covered at all.

Owner Packed Cartons

Theft or Non-delivery of owner packed cartons is limited to \$500.00 unless an itemised valued list of contents is supplied prior to the commencement of the transit.

Other Excluded Risks

This policy does not cover loss or damage or expenses caused by:

- Delay, loss of use of property or any other form of consequential loss of any description;
- Confiscation or detention by customs or other official authorities;
- Wear and tear, moths, vermin, infestation, normal atmospheric or climatic conditions, corrosion, contamination or deterioration;
- Inherent vice or nature of the subject matter or vibration; mechanical, electrical or electronic breakdown or derangement of goods where there is no external evidence that an insured event has occurred;
- Nuclear risks which means the use, existence or escape of nuclear weapons material or ionising radiation from or contamination by radioactivity from any nuclear fuel or nuclear waste from the combustion of nuclear fuel.

Terrorism Exclusion

This policy excludes any loss, damage, liability or expense arising from any terrorism and/or steps taken to prevent, suppress, control or reduce the consequences of any actual, attempted, anticipated, threatened, suspected or perceived terrorism. For the purpose of this clause, terrorism means any act(s) of any person(s) or organisation(s) involving the causing, occasioning or threatening of harm of whatever nature and by whatever means or putting the public or any section of the public in fear in circumstances in which it is reasonable to conclude that the purpose(s) of the person(s) or organisation(s) concerned are wholly or partly of a political, religious, ideological or similar nature.

Notwithstanding any provision to the contrary contained in this policy, it is agreed that this policy covers loss or damage to the subject matter insured caused by any terrorist or any person acting from a political motive, from when the subject matter insured is first moved for the purpose of being conveyed to a destination outside the premises at which the loading takes place and ends when the interest insured is last moved in being delivered at the destination, or at an earlier point where the ordinary course of transit is interrupted by the insured.

CLAIMS PROCEDURES

As soon as possible after the happening of any event which may give rise to a claim under the policy, the customer(s) must:

- Take all reasonable steps to prevent any further loss or damage;
- Note details of any loss or damage on the removal company's inventory and/or condition report;
- Contact OSS International Claims Centre
PO Box 4402
Dandenong South VIC 3164
Tel: 61-3-9799 5800
Fax: 61-3-9799 5888
Email: insurance@ossworldwide.com
- Within 30 days of receipt of the goods, lodge a written claim with the removal company (using any form provided by the removal company).

The customer must not authorise the repair or replacement of the lost or damaged goods without the consent of the removal company or the insurer.

The removal company or the insurer, at its expense, may appoint a loss assessor to inspect damaged goods.

The removal company may settle claims under this policy under instructions from the insurer. If the claim is for more than the amount detailed in the excess, the removal company must send to the insurer the inventory and/or condition report, removal contract and full details of the items lost or damaged.

SPECIAL CONDITIONS

Premium

The amount payable by the customer for this insurance may be varied provided the customer received one month's prior notice of any change.

Duty of Disclosure

Before entering into a contract of general insurance with an insurer, the insured has a duty, under the Insurance Contracts Act 1984, to disclose to the insurer every matter that the insured knows, or could reasonably be expected to know, is relevant to the insurer's decision whether to accept the risk of the insurance and, if so, on what terms.

The insured has the same duty to disclose those matters to the insurer before any renewal, extension, variation or reinstatement of a contract of general insurance.

The duty however does not require disclosure of matters:

- That diminish the risk to be undertaken by the insurer;
- That are common knowledge;
- That the insurer knows or, in the ordinary course of his business ought to know;
- As to which compliance with the duty is waived by the insurer;

Non Disclosure

If the insured fails to comply with the duty of disclosure, the insurer may be entitled to reduce its liability under the contract in respect of a claim or may cancel the contract. If the non disclosure is fraudulent, the insurer may also have the option of avoiding the contract from its beginning.

Goods and Services Tax

If the insured is liable to pay goods and services tax (GST) in respect of any goods, services or other supply which are the subject of a claim under the policy the insurers will pay the insured for that GST liability. However

Where the insurers make a payment under this policy for the acquisition of goods, services or other supply the insurers will reduce the amount of the payment by the amount of any input tax credit the insured is or will be or would have been entitled under the Goods and Services Tax Act 1999 in relation to that acquisition whether or not the acquisition is actually made.

Where the insurers make a payment under this policy as compensation for the acquisition of goods, services or other supply the insurers will reduce the amount of payment by the amount of any input tax credit the insured would have been entitled to under the Goods and Services Tax Act 1999 had the payment been applied to acquire such goods, services or supply.

Privacy

The insurer collects personal information for the purpose of providing insurance products, services, processing and assessing claims. The insured can choose not to provide this information, however the insured may not be able to process its requests.

The insurer may disclose information it holds about the insured to other insurers, an insurance reference service or as required by law. In the event of a claim, the insurer may disclose information to and/or collect additional information about the insured from investigators and legal advisors.

The insured may contact the insurer if it wishes to update or access the information the insurer holds about it or if it does not wish to receive any marketing material directly from the insurer (such as special offers and discounts).





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