



## Summary

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### Cargo

This Summary does not contain the full terms and conditions of the policy, which can be found in the policy document, and to which the following is subject.

A copy of the policy document will accompany your insurance quotation or is available separately on request.

### Insurer

This policy is underwritten by Catlin Insurance Company (UK) Ltd. We are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Firm Reference No. 423308). Further details can be found on the Financial Services Register at [www.fca.org.uk](http://www.fca.org.uk).

### Type of Insurance and Duration

This is a Cargo policy and is for a specified period of insurance from three (3) months up to twelve (12) months duration. Cover is provided for risks of loss of or damage to goods during the voyages/transits and on the conveyances agreed, subject to the terms, conditions and exclusions of the policy.

The period of insurance will commence when the goods leave the named collection address or place of storage for commencement of transit and ceases on delivery to the named delivery address or place of storage at the destination or on expiry of sixty (60) days after discharge from the overseas vessel or aircraft, whichever may first occur.

Please note that your premium is due to be paid in full by the inception date of the policy. Failure to pay within the terms may result in your policy being cancelled. Insurance Premium Tax will be charged in addition to the premium.

### Significant features and benefits

The policy has standard extensions these include:

- (a) up to 25%, subject to a maximum of GBP 15,000 for air freight charges to return damaged goods to manufacturers (clause 5.10)
- (b) up to 15%, subject to a maximum of GBP 75,000 for extra charges incurred following release of cargo from a detained or arrested vessel (clause 5.12 and clause 5.13);
- (c) up to 10%, subject to a maximum of GBP 15,000 for fumigation costs or debris removal costs or additional discharge expenses (clause 5.18).

The policy allows assignment (clause 1.2).

### Significant exclusions or limitations

You will have to pay the first part of each and every claim

The policy does not cover loss or damage to goods caused by or due to:

- (a) climatic or atmospheric conditions, rust, oxidation or discolouration of unpacked or unprotected goods (clause 7.4)

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- (b) insufficient or unsuitable packing, goods stored on or above deck unless in a fully enclosed metal container confiscation, seizure or removal by customs or government agencies (Institute Clauses).
- (c) leakage, loss of weight or volume, wear and tear and gradual depreciation (Institute Clauses)
- (d) terrorism, war and radioactive contamination (Institute Clauses).

## Average

The policy is subject to Average and in the event that the sum insured at the time of loss is less than the total value of the property insured you will only be entitled to recover such proportion of the loss as the sum insured bears to the total value.

## Cancellation and Cooling-Off Period

### (a) Your Right to Cancel during the Cooling-Off Period

You are entitled to cancel the policy by notifying us in writing within fourteen (14) days of either:

- (i) the date you receive the policy, or
- (ii) the start of your period of insurance

whichever is the later.

A full refund of any premium paid will be made unless you have made a claim in which case the full annual premium is due.

### (b) Your Right to Cancel after the Cooling-Off Period

You are entitled to cancel this policy after the cooling-off period by giving thirty (30) days written notice, except in the case of War and Strikes where seven (7) days written notice must be given or in respect of shipments to or from the United States of America where forty-eight (48) hours written notice must be given. Any return of premium due to You will depend on how long the policy has been in force unless You have made a claim in which case the full annual premium is due.

### (c) Our Right to Cancel

We are entitled to cancel this policy by giving thirty (30) days written notice, except in the case of War and Strikes where seven (7) days written notice must be given or in respect of shipments to or from the United States of America where forty-eight (48) hours written notice must be given. Any return of premium due to You will depend on how long the policy has been in force unless You have made a claim in which case the full annual premium is due.

## How to make a claim

We hope you will not suffer any misfortune, but if you do and wish to make a claim, please contact our Claims Handlers on:

Telephone Number: 0845 604 9726  
Fax: 0845 604 8639

If you prefer to claim in writing, please write to:

XL Catlin Cargo Claims, 14-16 Park Place, Cardiff, CF10 3DQ United Kingdom

E-mail: [cargoclaims@xlcatlin.com](mailto:cargoclaims@xlcatlin.com)



## How to make a complaint

If you have any questions or concerns about this Policy in the first instance contact the intermediary through whom this Policy was arranged. If this does not resolve the situation and you wish to make a complaint, you may do so at any time by referring the matter to:

Compliance Officer, Catlin Insurance Company (UK) Ltd., 20 Gracechurch Street, London, EC3V 0BG, United Kingdom

Telephone Number: 020 7743 8487

E-mail: [catlinukcomplaints@xcatlin.com](mailto:catlinukcomplaints@xcatlin.com)

Complaints that cannot be resolved by the Compliance Officer may be referred to the Financial Ombudsman Service at

South Quay Plaza, 183 Marsh Wall, London, E14 9SR, United Kingdom

Telephone Number: 0800 0234 567 (free for people phoning from a "fixed line", for example, a landline at home)

Telephone Number: 0300 1239 123 (free for mobile-phone users who pay a monthly charge for calls to numbers starting 01 or 02)

E-mail: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

## Financial Services Compensation Scheme

Catlin Insurance Company (UK) Ltd. is covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if We are unable to meet our obligations under this contract of insurance. If You were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this contract of insurance. Further information about the Scheme is available from the Financial Services Compensation Scheme (10<sup>th</sup> Floor, Beaufort House, 15 St Botolph Street, London, EC3A 7QU) and on their website: [www.fscs.org.uk](http://www.fscs.org.uk).