

Insurance Product Information Document (IPID)

Freight Forwarders Liability Insurance

To view the full policy document, please click [here](#) or visit www.allianz.lk.

This document provides a summary and may not be personalized to your insurance coverage requirements. The policy terms, conditions and warranties stated in the policy document and schedule prevail over this document.

1. Type of Insurance Cover.

Freight Forwarders Liability Insurance is a specialized policy that protects freight forwarders against claims arising from their professional activities such as cargo damage, errors in documentation, regulatory breaches, or third-party liability. It's essentially the safety net for logistics intermediaries who arrange transport but don't own the goods themselves.

Please refer to page no.02 of the policy document for more details on all benefits under this Policy and other benefits

2. Summary of Insurance Cover.

Main Covers

1. Goods Legal Liability
 - Legal liability for loss, destruction, or damage to goods in the care, custody, or control of the Insured under contract of carriage or forwarding.
 - Includes costs to prevent/minimize loss, debris removal, legal defense costs, liability for trailers/containers (excluding owned/hired), and general average/salvage contributions.
2. Professional Indemnity (Errors & Omissions)
 - Liability for negligent acts, errors, or omissions in contractual obligations (e.g., misdirection of goods, failure to insure, clerical errors).
3. Third Party Liability
 - Non-contractual liability for physical loss/damage to third-party property and bodily injury/death of third parties.
4. Fines and Duty
 - Indemnity for unintentional breach of regulations resulting in fines, or similar charges imposed by authorities.

Please refer from page no 2 to 4 of the policy document for more details on all benefits under this Policy and other benefits

Key Extensions

- Quarantine and disinfection costs (Applicable for the Goods Legal Liability section only)
- Issuance of general average guarantee or salvage bond (Applicable for the Goods Legal Liability only section).

Please refer to page no 2 of the policy document for more details on all benefits under this Policy and other benefits

3. Key Features, Exclusions, and Terms & Conditions.

Key Features,

This has been outlined in the Coverage Summary and may be customized in accordance with the customer's specific requirements.

Please refer to page no 2 policy document for more details on all benefits under this Policy and other benefits

Exclusions,

- Wear and tears, moth, mildew, mechanical breakdown (Section 1).
- Claims recoverable under other sections (Section 2)
- Liability for employees' injury, property under insured control, use of licensed vehicles, waterborne vessels, or aircraft (Section 3).
- Breach of weight regulations caused recklessness (Section 4).
- General exclusions: insolvency, dishonest acts, war, nuclear risks, punitive damages.

Please refer to page no. 2 -5 of the policy document for more details on all benefits under this Policy and other benefits

Terms and Conditions,

- No admission or settlement without insurer's consent.
- Immediate notice and cooperation required.
- As per schedule, aggregate and per occurrence limits apply.
- Deductible applies per occurrence.
- Full premium is due within 60 days: non-payment voids cover.
- Disputes referred to arbitration in Colombo.

Please refer to page no. 04- 06 of the policy document for more details on all benefits under this Policy and other benefits

Subrogation

After the Company pays a claim, it has the right to recover the amount from any third party responsible for the loss. The Insured must cooperate, assist, and allow the Company to take any necessary actions to enforce these rights. All costs related to such recovery will be borne by the Company, and the Insured is required to aid whether this occurs before or after the claim is paid.

Arbitration Rights

In the event of any dispute or difference arising in respect of any claim on this policy such dispute or difference shall be referred to arbitration by a notice in writing as provided for

Adjustment

The Insured must provide the required details within three months after each insurance period. The premium will then be adjusted as agreed, with any difference paid by or refunded to the Insured.

Jurisdiction

This Insurance is governed by the laws of Sri Lanka.

Please refer to page no. 05- 06 of the policy document for more details on all benefits under this Policy and other benefits

4. Mode of Payment of Premium.

No insurance will be in force until the proposal form has been accepted by the company and premium paid. Cheques should be drawn in favor of Allianz Insurance Lanka Limited and crossed A/C payee only. Online payments can be made by visiting our web page www.allianz.lk

5. Obligation to Disclose Material Facts.

Policyholders must disclose all material facts truthfully and completely at the time of purchasing the policy and during the term of the insurance. A material fact refers to any information that could influence Allianz's decision to accept the risk and determine the terms of coverage.

Importance of disclosure:

- Ensures accurate underwriting and appropriate coverage
- Helps avoid disputes or complications during claims

Failure to disclose material facts may result in:

- **Cancellation** of the policy from inception
- **Denial of claims**, even if unrelated to the undisclosed information
- **Legal action** for false declaration under applicable insurance regulations

6. Obligation of the Policyholder when making a claim.

The policyholder is obligated to disclose all material facts accurately at the time of purchase. During the policy term, any significant changes must be promptly communicated to the insurer. When making a claim, the policyholder must provide all necessary documents and details, ensuring full and accurate disclosure of all material facts.

7. Steps to follow in the event of a claim.

The policyholder must notify the insurer immediately of any incident and take all necessary steps to minimize or prevent further loss. When making a claim, the policyholder is required to provide complete documentation, including the landing bill, airway bill, invoices, correspondence, agreements with other parties, and survey reports. Additionally, the policyholder must cooperate fully with the appointed surveyors and claims handlers throughout the process.

8. Complaint and Grievances handling procedure

- **Dispute resolution method at company level (internal process).**

If a customer is dissatisfied with the service received at any customer touchpoint or if a product does not meet expectations, there are several ways to file a complaint. Complaints can be submitted by visiting or writing to the Customer Experience Management Unit at Allianz Insurance Corporate Office, any branch office, or the Customer Care Centre at No 323, Union Place, Colombo 2.

Complaints can also be made by calling the Customer Experience/Complaints Management Unit at 0114 788 796 or 0114 788 814, or through the 24-hour hotline for General Insurance at 0112 303 300. Customers can send an email to info@allianz.lk or complete the feedback form on the website at www.allianz.lk.

- **Dispute resolution by the Insurance Ombudsman.**

If the customer is not satisfied with the resolution, the complaint can be referred to the Insurance Ombudsman.

Office of Insurance Ombudsman.

No 143A, Vajira Road, Colombo 5.

Telephone – +94 11 250 5542 / +94 11 250 5041

Email – info@insuranceombudsman.lk

Website – <https://insuranceombudsman.lk>

- **Dispute resolution by the IRCSL.**

Insurance Regulatory Commission of Sri Lanka (IRC SL).

Director Investigations.

Insurance Regulatory Commission of Sri Lanka.

Level 11 East Tower, World Trade Center, Colombo 01.

Telephone – 0112396184-9 / 0112335167

Email – investigation@ircsl.gov.lk / info@ircsl.gov.lk

9. Contact Information.

For assistance, the following contact options are available:

- 24/7 Customer Care (Sri Lanka): +94 11 2303300
- Email: info@allianz.lk · Website: www.allianz.lk
- Head Office: Levels 26-27, One Galle Face Tower, No. 1A, Centre Road, Galle Face, Colombo 02.

Data Privacy & Protection.

The Insurer is strongly committed to conducting its business in full compliance, and in accordance with applicable Data Privacy protection laws and regulations. All privacy related matters are governed by Allianz Privacy Notice which is available on the Insurer's official website <https://www.allianz.lk/dataprivacy-notice.html>. The said privacy notice explains how and what type of personal data will be collected, why it is collected and to whom it is shared or disclosed. Further, the Insurer is committed to keeping your Personal Data only so long as necessary to fulfill the purposes for which the data was collected for or to fulfill legal obligations.

Definition:

Personal Data - means any information relating to an individual pre-approved by the Claims Administrator of the Insurance Company.

10. Importance notice.

The IPID is intended to provide a summary of the main cover and additional covers, if applicable and key features of the policy and is not personalized to your specific individual needs. Complete pre-contractual and contractual terms on the full and personalized information, and exclusions of the product are provided in your policy document. The IPID shall not form a part of the policy/ contract. Therefore, in case of any conflict, the terms and conditions mentioned in the policy document shall prevail.