

# Insurance Product Information Document (IPID)

## Goods in Transit Insurance

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

Cover against loss of or damage to goods while in transit by road, rail and inland ways, as defined in the policy schedule and subject to the Institute Clauses or equivalent transit clauses attached to the policy.

*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.

- Indemnity for Loss or Damage: The insurer will indemnify the insured for loss, destruction, or damage to property while in transit by any cause whatsoever, subject to terms and conditions.
- This Insurance Covers Loss / damage whilst in transit directly from collision impact (due to direct vehicle accident only) and /or overturning of the carrying conveyance.

#### Optional Covers (available at additional premium)

- Institute Cargo Clauses (A)
- Institute Cargo Clauses (C)
- Burglary Fire and Explosion
- Strikes, Riot, Civil Commotion, and Terrorism (subject to Institute Strikes Clauses)
- Cover for Loading and Unloading risks
- Cover against Hold-up and Natural Perils (flood, cyclone, earthquake, etc.)

#### Basis of Settlement (Liability limited to)

- Market value of property immediately before loss.
- Sum insured per consignment/package as stated in the schedule.

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

#### Exclusions,

- Improper packing or addressing.
- Earthquake, subterranean fire, explosion, spilling of acids/liquids.
- Scratching, abrasion, damage by hooks.
- Leakage unless due to accident to carrying vehicle.
- Loss due to moth, vermin, insects, damp, mildew, rust, or open vehicle exposure without tarpaulin.
- Theft by insured, agents, or subcontractors.
- Infidelity of employees.
- Delay, loss of market, consequential loss, depreciation.
- Excluded items unless declared:
  1. Cash, securities, documents, manuscripts, patterns, models, explosives, livestock.
  2. Jewelry, watches, precious metals/stones.
  3. Glass, brittle articles, antiques, works of art.
- War, nuclear risks, riot, strike, terrorism (unless specifically covered).

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

#### Terms and Conditions,

- The Insured must keep records for premium adjustment and allow the Company to check them. At the end of the policy, the final details will be used to increase or refund the premium as needed.
- The Insured must assist the Company, at its request and expense, in enforcing any recovery rights against third parties after the Company has paid a loss.
- If other insurance covers the Property, the Company is liable only for its proportional share. If the other insurance cannot contribute, the Company's liability is limited to the ratio of this Policy's limit to the total insurance on the Property
- 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

*Please refer to page no. 03 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](http://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 required 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.**

In the event of a loss, you must take immediate action to minimize any further damage. Notify both the police and your insurance promptly, providing all necessary details. A detailed claim, along with all supporting proof, must be submitted within 30 days of the incident.

#### **8. Complaint and Grievance handling procedures**

- **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](mailto:info@allianz.lk) or complete the feedback form on the website at [www.allianz.lk](http://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](mailto:info@insuranceombudsman.lk)

Website – <https://insuranceombudsman.lk>

- **Dispute resolution by the IRCSL.**

Insurance Regulatory Commission of Sri Lanka (IRCSL).

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](mailto:investigation@ircsl.gov.lk) / [info@ircsl.gov.lk](mailto: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](mailto:info@allianz.lk) · Website: [www.allianz.lk](http://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.