



WHAT DO YOU NEED TO KNOW ABOUT INSURANCE FOR MOVING GOODS?

It is important to remember that the purpose of insurance is to protect the client and his or her personal assets. When preparing your insurance list always keep in mind the following question: "If the asset in question is damaged, how much does it cost to have a new one of the same quality in place?" The insurance indemnifies the customer for the replacement value of the good in case of limited to the present value of that asset at the date of the claim.

For example: a refrigerator - the customer thinks: "My refrigerator has already been used for 3 years, it costs only R\$ 800.00." If there is a malfunction that does not allow repair, the insurer will indemnify you for R\$ 800.00 and will be in possession of the damaged refrigerator. The cost of this refrigerator and brand new these days is R\$ 3,000.00, so this is the amount that the customer must declare. No one better than the client that owns the property to know how to estimate the replacement value of everything that will be the object of the residential move. Do not consider the values of pet objects - that pot that Grandma gave and that no longer exists. Estimated values are not considered, since they are impossible to replace.

We suggest that you take these objects aside or ask for special packages, but do not place exaggerated values in the inventory of goods for insurance. We cannot serve you in the event of a malfunction/damage. The value of a similar good that can be found in the market will be indemnified. If the insured value is higher than the market research value, the insurer will also be indemnified by the market value and not the amount estimated by the customer.

Your assets should be listed in the most detailed way possible and the customer should put the value to insure too in detail. This gives a bit of extra work at the time of the hiring of the move, but ensures that if any damage or accident occurs to the insurer and Premier through its insurer is able to properly and honestly indemnify the claimed damages. The claim of any damage, lack or accident occurred with your property should be made as soon as possible. Check your shipment upon receipt and ask the Premier team or our representative in your destination country to accompany and sign your damages report - form of complaint and preservation of the rights of each client. In the case of closed boxes, the client must open as soon as possible and check their content to avoid loss of rights to be reimbursed for the time elapsed from the delivery of the shipment. The first option of the insurer will always be the restoration of the damaged good.

When there is no restoration option, the insurer chooses to pay the proper amount according to the above rules. Given the indemnity in cash by the insurer, the same through Premier will schedule with the client the withdrawal of the damaged asset. Similar goods or similar names and different values must be declared separately. As an example the case of televisions: the customer declares in the insurance 03 televisions - total of R \$ 6,000.00. In this case, the insurer understands that the declared value will be divided by the number of items declared, that is, the value of each of the TVs becomes R\$ 2,000.00. If the defective good is a device with a value greater than R\$ 2,000.00, the indemnity will be limited to this amount and, if it is of lower value, the insurer will indemnify for the average value of the market research. It is important never to declare a total value for your assets without detailing them with the amounts, because in case of loss the insurer will divide the total amount insured by the number of items of the shipment according to the inventory used in the transportation. The transportation insurance is subject to "apportionment clause". That is, the customer / insured will be considered liable for the losses in the same proportion of the Declared Value in the Inventory of Goods. An object that has been declared for R\$ 1,000.00 and after being declared as having a replacement value of R\$ 2,000.00, will suffer an apportionment even in the partial damage - Example: repair = R\$ 700,00 => amount receivable of indemnity = $R\$ 700,00 \times 1,000,00 / 2.000,00 = R\$ 350,00$. Works of art, porcelain and crystals deserve special attention. Do not forget them! Goods or special goods must have special treatment and insurance and packaging and transport service compatible with each object.

It is understood and agreed that the Premier and the Insurer assume no responsibility and will not indemnify in any hypothesis complaints related to HANDLING, PACKAGING, UNPACKING AND TRANSPORTATION of: jewelry, watches, cameras, valuables, documents, firearms, cash in any kind and works of art.

Also note:

1) Any object of art or value must be treated separately in the move or in any other service provided by the Premier. For insurance of art works a separate policy must be requested. Premier works to prevent accidents and damages, but we know that it is impossible to guarantee that "they will not happen."

2) Don't be economic on the Insurance List, do it well. Saving on Insurance cost can do a great loss and Premier will not be able to compensate you for it.

3) Declare each item and value with good judgment. In case of damage, we will have a positive regulation and a happy ending.

4) Avoid placing Unique Value to hold various items. The Unique Value will be divided by the number of items to reach the Insured Importance of each item and this can cause serious distortions.

5) The declaration of the value of your goods is your responsibility. If you declare low values for your shipment, in case of loss or damages you will receive low indemnity values.

In case of claims the Insurance Company will ask you to provide:

1) List of Damages

2) Damage Pictures

3) Identify in the insurance list the corresponding damaged item (if this item is not expressly stated there is no service / indemnification)

4) Repair or Replacement Budget

5) Claims should be made up to 7 days after the effective delivery of the shipment

6) After the notice the client has a period of 23 more days to provide items 2, 3 and 4. WARNING: PREMIER and the Insurer exempt themselves from any liabilities (civil or criminal) related to the transportation and handling of personal valuables such as jewelry, watches, cameras, cell phones, tablets, camcorders; values in kind; public or private documents; firearms; dangerous products; flammable products; plants; animals and the like. Any of the above items if present in the consolidated content transported will be considered as nonexistent. Premier and the insurer advise that the integrity, content and nature of the goods are the responsibility of the customer. The insurance only covers theft if properly qualified. The insurance does not cover appliances / electronics that when arriving at the destination do not turn on unless there is a visible breakdown accompanied by a technical assistance report. There is no coverage for items of sentimental value, will be indemnified at the market value limited to the amount declared by the customer. Items with values greater than US \$ 5,000.00, require the authorization of the insurer to be registered. It may be that the insurer makes a separate policy for certain high value items. If you have any questions about filling out please do not hesitate to contact us.