



GOODS IN TRANSIT POLICY

WHEREAS the Insured named in the Schedule hereto has by proposal and declaration which shall be the basis of this Contract and is deemed to be incorporated herein has applied to Etiqa Insurance Berhad (hereafter called "the Company") for the Insurance.

NOW THIS POLICY WITNESSES that if during the Period of Insurance whilst in or on or being loaded on or unloaded on or unloaded from any road vehicle or passenger or goods train or whilst temporarily housed in the ordinary course of transit whether on or off the said conveyances with the said conveyances within the Territorial Limit shall be lost destroyed or damaged by

FIRE THEFT OR ACCIDENTAL MEANS

then the Company shall indemnify the Insured in respect of such loss destruction or damage but not exceeding the Limit of Liability specified in the Schedule or the amount declared in the Schedule on each item of the Property Insured in respect of such transit.

PROVIDED that if the total value of the Property in transit exceeds the limit of liability or the amount declared in respect of each transit then the Insured shall be considered as being his own Insurer for the difference and shall bear a ratable share of the loss destruction or damage accordingly.

Exclusions

The Company shall not be liable in respect of:-

1. Loss or destruction of or damage to livestock, explosives, goods of a danger nature, tobacco, cigarettes, cigars, wines, spirits, radio, televisions, tape recorders, furs, watches, clocks, jewellery, gold and silver articles, precious metals and stones, bullion, cash bank notes, stamps, deeds bonds, securities, bills of exchange, documents, manuscripts or plans.
2. Destruction of or damage to china, glass, earthenware, picture, scientific instruments, statuary, marble or plasterwork, articles of value or the like unless caused by (a) fire (b) theft (c) an accident to the conveyance or (d) an object falling on to the conveyance.
3. Damage to furniture including paintings, pictures, drawing, etching as a result of scratching, rubbing or abrasion.
4. Loss of any liquid gas or goods from containers by leakage or spilling unless caused by (a) fire (b) an accident to the conveyance or (c) an object falling onto the conveyance.
5. Loss destruction or damage caused by weather atmospheric wear and tear moth vermin insects damp mildew rust defective packing hooks or slings delay loss of market depreciation or deterioration contamination fermentation or spontaneous combustion or consequential loss of any kind.
6. Loss destruction or damage whilst the property is temporarily housed in the course of transit for the purpose of storage making up packing or processing.
7. Loss destruction or damage occasioned by or happening through volcanic eruption subterranean fire earthquake or other convulsion of nature war invasion act of foreign enemy, hostilities (whether war will be declared or not), civil war rebellion revolution insurrection military or usurped power riot strike or civil commotion.
8. Loss destruction or damage occasioned by or happening through confiscation nationalisation detention request ion or wilful destruction by any government public municipal local or customs authority.
9. Theft or pilferage in which any employee of the Insured is concerned as principal or accessory.
10. Loss or destruction of or damage to any property whatsoever or any loss or expenses whatsoever resulting or arising there from or any consequential loss directly or indirectly caused by or contributed to by or arising from ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel. For the purpose of this exception combustion shall include any self-sustaining process of nuclear fission.

11. Any accident, loss damage or liability directly or indirectly cause by or contributed to by or arising from nuclear weapons material.

Premium Warranty

It is fundamental and absolute special condition of this contract of insurance that the premium due must be paid and received by the insurer within sixty (60) from the inception date of this policy/endorsement/renewal certificate.

If this condition is not complied with then this contract is automatically cancelled and the insurer shall be entitled to the pro rata premium for the period they have been on risk.

Where the premium payable pursuant to this warranty is received by an agent of the insurer, the payment shall be deemed to be received by the insurer for the purposed of this warranty and onus of proving that the premium payable was received by a person, including an insurance agent, who was not authorised to receive such premium shall lie on the insurer.

Subject otherwise to the terms and conditions of this policy.

Conditions

This Policy and the Schedule shall be read together as one contract and any word expression to which a specific meaning has been attached in any part of this Policy or of the Schedule shall bear such meaning wherever it may appear.

1. Every notice or communication to be given or made under this Policy shall be delivered in writing at the Head Office or any Branch office or Agency of the Company from which this policy was issued and notice or knowledge of anything relating to the Policy or any claim hereunder shall not be deemed to be notice to or within the knowledge of the Company unless so given and no alteration in the terms of this Policy nor any endorsement hereon will be held valid unless the same is signed or initialled by an authorised representative of the Company.
2. The Insured shall take all reasonable precautions for the safety of the property and shall act with reasonable despatch in all circumstances within their control.

When the property is carried on any vehicle or trailer owned or operated by the Insured then the Insured shall exercise all care and diligence in the selection of steady trustworthy sober and competent employees and shall see all vehicles or trailers are overhauled periodically and maintained in an efficient and roadworthy condition.

3. On the happening of any event giving rise or likely to give rise to a claim under this Policy coming to his knowledge the Insured shall
 - (a) give immediate notice thereof in writing to the Company stating the circumstances of the claim and as soon as possible and in any event within thirty days of such notice, deliver to the Company a statement in writing with all particulars and details reasonably practicable of the property affected and the value thereof excluding profit of any kind and of the loss destruction or damage, the company shall be under no liability for any loss or damage occurring in connection with such event.
 - (b) take immediate steps to minimise the damage and recover any missing property and give notice to any Third Party who had custody of the property or who may be responsible for loss destruction or damage
 - (c) if the claim be one theft give immediate notice to the police.
4. If at the time of the happening of any loss destruction or damage covered by this Policy there shall be any other insurance covering the same risks whether effected by the Insured or not then company shall not be liable to pay more than their rateable proportion of the loss destruction or damage. Each article of property insured by this Policy shall be separately subject to this condition.
5. Nothing contained herein shall give any rights against the Company to any person other than the Insured, and the Company will not be bound by any passing of the interest of the Insured otherwise than by death, unless and until the Company shall by endorsement hereon declare the Insurance to be continued
6. If the proposal or declaration of the Insured is untrue in any respect, or if any material fact affecting the risk be incorrectly stated therein or omitted therefrom, or of this Insurance, or any renewal thereof shall have been obtained through any misstatement, misrepresentation or suppression, or if any claim made shall be fraudulent

or exaggerated, or if any false declaration or statement shall be made in support thereof, then, in any of these cases, this Policy shall be void.

7. The Company may by notice in writing to the Insured under registered letter to his last known address give seven days' notice of their intention to terminate this policy returning on demand a proportion of the premium corresponding to the unexpired period of insurance adjusted in accordance with Condition 10 thereof.
8. The Insured shall not without the consent in writing of the Company incur any expenses whether by litigations or otherwise or make any payment offer promise settlement arrangement or admission of liability in respect of any claim for which the Company may be liable under this Policy. The Company shall in respect of anything insured under this Policy be entitled to take over and conduct in the name of the Insured at their own expenses and for their own benefit any claim for indemnity or otherwise against any persons and shall have full discretion in the conduct of any proceedings and in the settlement of any claim and the insured shall give all such information and assistance as the Company may require.
9. The Company shall be entitled to reinstate or replace the property lost destroyed or damaged as the case may be instead of paying the amount of the loss destruction or damage. Upon the payment of any claim for loss under this Policy the property in respect of which such payment is made shall belong to the Company.
10. The first premium and all renewal premium that may be accepted are to be regulated by the total value of all the property despatched during each period of insurance. The Insured shall keep an accurate record of all such values and shall at all reasonable times allow the Company to verify such record and within one month of the expiry of the each period of indemnity shall furnish the Company with a correct account of the amount so recorded and if such amount shall differ from that on which the premium has been paid the difference in premium shall be met by a further proportionate payment.
11. If any difference arises as to the amount of the Company's liability under this Policy, such difference shall independently of all other questions be referred to the decision of an arbitrator to be appointed in writing by both parties or if they cannot agree upon a single arbitrator, to the decision of two arbitrators of whom one shall be appointed in writing by each of the parties within two calendar months after having been required to do so in writing by the other party and in case of disagreement between the arbitrators, the difference shall be referred to the decision of an umpire who shall have been appointed in writing by the arbitrators before entering on the reference, and an award by arbitration shall be condition precedent to any right of action against the Company as regards any dispute regarding the amount of the Company's liability under this Policy.
12. In no case whatever shall the Company be liable for any loss or damage after the expiration of twelve months from the happening of the loss or damage unless the claim is the subject of pending court action or arbitration.
13. If a claim be made by or on behalf of the Insured which shall be in any respect unfounded or fraudulent or intentionally exaggerated or if any false declaration or statement be made in support thereof no claim shall be recoverable hereunder.
14. The due observance and fulfilment of the terms conditions and endorsements of this policy by the Insured in so far as they relate to anything to be done or complied with by the Insured and truth of the statements and answers in the said proposal and declaration shall be conditions precedent to any liability of the Company to make any payment under this Policy.

Important Notice

The Financial Mediation Bureau (FMB) and BNM's Customer Services Bureau (CSB) provide alternative avenues for members of the public to seek redress against unfair market practices.

PROCEDURE FOR COMPLAINT TO FMB

Any Policyholder who is not satisfied with the decision of the senior management of an Insurance Company, may write to the "Mediator, Insurance Division of FMB", giving details of the dispute, the name of the Insurance Company and the Policy number.

Copies of the correspondence between the Policyholder and the Insurance Company may be sent to facilitate tracing the case file kept by the Insurance Company.

If the Mediator makes an award against an Insurance Company, the Policyholder is required to inform the Mediator whether he accepts the award within fourteen (14) days, so that the Insurance Company can be informed of the Policyholder decision.

There is no appeal procedure within the FMB. If the Policyholder does not want to accept the award, he may reject the decision of the Mediator and he is free to institute Court proceedings against the Insurance Company or refer it to Arbitration.

The FMB is not responsible for handling payment following the decision of the Mediator. The Insurance Company when informed of the acceptance of the award is required to remit the amount direct to the claimant within thirty (30) days.

At present, there is no fee or charge for the services provided by FMB.

The contact address is as follows:

FINANCIAL MEDIATION BUREAU (FMB)

Tingkat 25, No. 4, Jalan Sultan Sulaiman

50000 Kuala Lumpur.

Tel : 03 - 2272 2811

Fax : 03 - 2274 5752

Website : www.fmb.org.my

PROCEDURE FOR COMPLAINT TO CSB

Any policyholder or claimant who is not satisfied with the conduct of the Insurance Company may write to CSB, giving details of the complaint, the name of Insurance Company and Policy number or the Claim number.

Copies of the correspondence (if any) between the Policyholder or the Claimant and the Insurance Company may also be sent to facilitate tracing the case file kept by the Insurance Company.

The contact details are as follows:

The Manager CUSTOMER SERVICES BUREAU (CSB)

Insurance Regulation Department

Bank Negara Malaysia (BNM)

P. O. Box 10922

50929 Kuala Lumpur

Tel : 03 – 2698 8044 Extn. 8540

Faks : 03 – 2694 5986

Website : www.bnm.gov.my

Our Commitment To High Standard Of Customer Service

We do everything We can to ensure that You receive the high standard of service You expect. If We fall below these standards, or You are unhappy with Our service, please write to Our Head of Feedback Centre who will ensure that Your feedback is dealt with instantly.

The address is:

Head, Feedback Centre, 19th Floor, Tower C, Dataran Maybank, No. 1, Jalan Maarof, 59000 Kuala Lumpur.

Alternatively, you can fax your feedback to:

T+603 2297 3888

F+603 2297 3800

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