

DEMETER INTERNATIONAL INSURANCE LIMITED

For enquires or policy services please contact:

The Loss Adjusters Ltd.
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AN EXPLANATORY NOTE TO HOUSEHOLDERS INTENDING TO INSURE WITH DEMETER INTERNATIONAL INSURANCE LTD.

Dear Customer,

Having chosen **Demeter International Insurance Ltd.** to insure your household goods during transit to your new residence, we kindly ask that you review the following information to help prepare your declaration properly.

1. Your shipment is covered for **replacement value** and your prepared valuation of articles is the basis for same. (**Definition of Replacement Value:** Retail Value of article at destination.)
2. Your household goods are insured from the initial date of packing, to arrival at your residence, including up to 60 days prior to shipment, normal transit, and up to 60 days after vessel arrival at destination and prior to delivery to your residence. During either 60 day period, your shipment must be properly stored in a warehouse under the control of a contracted moving companies (or port facilities dedicated to transit handling). Coverage is not in effect if stored in your residence or at other third-party premises. If storage extension is required outside either 60 days period, you will need to arrange extra coverage either directly with "**Demeter**" or through your origin packing company. The rate is 0.25% per month (or minimum of US\$25.00 whichever is greater).
3. **Regarding your valued inventory:** Be sure to include as much detail as possible, especially regarding high-value (US\$750 and above) items with subjective values. Remember, the total value you declare covers the **ENTIRE** shipment.
4. **Obtain or preserve valuation documents** such as receipts, surveyor's reports and professional valuations. (Particularly for art, antiques, collectibles, carpets, collections or other articles of subjective value, etc.)
5. **Take pictures** of your more valuable items for your own reference.
6. **All fragile articles** (I.e. furniture, television, glass/china antiques, etc) **must be professionally packed.** Demeter will not insure fragile items packed by the owner (PBO).
7. **Declare your destination.** Multiple destinations cannot be covered under a single policy.
8. If you elect to take a **partial delivery** of your goods, and leave part in storage, **you must advise Demeter in advance** of such action; and Demeter will advise you of procedures you must follow to maintain your policy. **Without prior notice, partial or "split" delivery constitutes full delivery. PREFERABLY, THIS SHOULD BE ARRANGED PRIOR TO SHIPMENT**
9. **Exclusion for inherent vice:** Without positive evidence of external cause of damage, the policy does not cover mold, mildew, cracking, warpage, electrical, electronic or mechanical malfunction. Further, the policy does not cover loss or damage due to vermin, insects, changes in climatic or atmospheric conditions, or other "inherent vice." You may elect, at additional premium to cover mold/mildew or mechanical/electrical/electronic derangement. To effect cover, check the "Accept" box on page 1 of the Insurance Proposal Form.
10. **Additional Coverage:**
For an additional premium the following exclusions can be waived.
(I) Mechanical derangement - additional 0.25% of consignment total value,
(ii) Mold/mildew - additional 0.10% of consignment total value *US\$250 excess).
Claim limit for either of the above: US\$25,000 or 25% of insured value, whichever is less.
11. **Deductible clause:** Each claim will have US\$100.00 deducted from total claimed amount.

With proper declaration, and professional packing, your household goods should be safely covered!

In the event of damage or loss to your shipment, please ensure that you follow all the instructions on the claim form or on the reverse of the certificate of insurance.

