

NOTES ON SPEEDPOST INSURANCE SERVICE (2018/19)

1. Please note that this insurance program which is tailor-made for customers of Speedpost of Hongkong Post is provided and underwritten by Zurich Insurance Company Ltd (“the Company”). The program is subject in all respects to the conditions of the Company’s Marine Cargo Open Cover No. CGA0001382ZC (“Open Cover”) of Zurich Insurance Company Ltd.
2. The Certificate of Posting issued by Hongkong Post is evidence of the insurance policy taken out by the sender (“the Assured”) with the Company and is required for filing an insurance claim.
3. By accepting payment of compensation from the Company, the Assured agrees to subrogation by the Company of all of his/her rights under the insurance policy with the Company or the Assured’s right under the contracts of carriage with the relevant parties to the extent of claims(s) in respect of the lost or damaged goods.
4. The insurance coverage takes effect from the issuance by Hongkong Post of the Certificate of Posting for the subject-matter insured until delivery to the consignee at destination or until the expiry of twenty-one (21) days after the date of notice of arrival to the consignee at destination, whichever is the earlier.
5. This insurance covers all risks of physical loss or damage of goods caused by any external cause. It does not cover risks caused by delay, inherent vice or nature of the subject-matter insured, confiscation, destruction, condemnation or detention of the Speedpost items by customs, authority at destination or its representative on the grounds of illegality, mis-description, mis-declaration or mis-valuation, and due to disaster, political risk, strike, nuclear explosion or war (or any other exclusion as per Open Cover.) All consequential loss or cost incurred will not be covered.
6. Insurance on “Document” such as paper; identity, bank draft, invoice, passport, script, contract, deed or alike, must be clearly stated. Compensation amount shall be on reproduction value (re-apply or re-issue costs etc). All consequential loss or cost incurred will not be covered.

CLAIM PROCEDURE

To make a claim for loss or damage of goods, the Assured should:

1. make his or her best endeavor to minimize loss and to ensure all the rights against carriers, bailees or other third parties are preserved;
2. report the claim immediately to Hongkong Post and the Company;
3. report the claim to Hongkong Post or other third parties not later than three (3) days after taking delivery if the damage was not apparent at the time when receipt of the goods by the consignee;
4. submit the following document together with the claim:
 - ◆ Original Certificate of Posting;
 - ◆ Copies of correspondence between the Assured and Hongkong Post and/or other third parties relevant to the claim;
 - ◆ Original of invoices, together with shipping specification and/or packing list;
 - ◆ Survey report or other documentary evidence to show the extent of loss or damage of the goods, e.g. photographs of damaged goods and the carton box;
5. Deductible of 20% on claim amount per item for watch, camera(excluding battery) and its accessories.

IMPORTANT NOTICE

1. **The Assured should comply with the Rules, Regulations, Terms and Conditions of Services set down by Hongkong Post for Speedpost services.**
2. Do not give clean receipts except under written protest if the goods are in doubtful condition.
3. **Speedpost Insurance excludes the following items : Mobile/Smart Phone, Computer, iPad, Notebook, animals, antiques, bullion, currency, bank notes, valuable papers, securities, all fine jewelries, crystal, stones and minerals, precious metals, furs, asbestos, lithium batteries, human remains including ashes, firearms, explosive and parts or thereof and ammunition, hazardous or combustible materials (as defined in IATA regulations), narcotics, perfumery products and illegal property and any items prohibited by any law, regulation or statute of any federal, state or local government of any destination to or through which the Speedpost shipment may pass.**
4. Insurance Company reserves the right to appoint Loss Adjusters for claims investigation and assessment.
5. Inapplicable Destination: Armenia, Kyrgyzstan, Macedonia, Moldova (Republic of), Mongolia, Turkmenistan and Uzbekistan (Republic of) &/or United States Prohibited or United Nations Sanctioned Countries as per The Office of Foreign Assets Control (“OFAC”) Regulations of the U.S. Department of the Treasury.
6. For general enquiries about Speedpost services, please call Speedpost hotline at 2921 2277.
7. All matters relating to claims will be handled and payable at Hong Kong directly by:

Zurich Insurance Company Ltd
25-26/F, One Island East, 18 Westlands Road, Island East, Hong Kong
Hotline : (852) 2977 0795 Fax : (852) 2968 0988
8. Incorrect or inaccurate description or incorrect premium will cause invalid claim.
9. Hongkong Post will not provide compensation to customers who have their items insured in case of loss or damage.
10. While the facility for Speedpost customers to insure their Speedpost items is provided at Hongkong Post, the interpretation of the insurance program and the processing of the claims are the responsibility of the Company. Enquiries of the Insurance program should be directed to the Company.

This insurance program is made available to Speedpost customers by Zurich Insurance Company Ltd and is marketed by Lockton Companies (Hong Kong) Ltd. For any dispute, the English version of insurance policy and jurisdiction of the HKSAR shall prevail.