

# **INSURANCE INSTRUCTIONS**

## **PLEASE Read Carefully**

### **1° BEFORE DEPARTURE**

Fill in the attached inventory form as precisely and detailed as possible. It is the basis for claims settling in case of damage or shortage! Following instructions are meant to avoid difficulties.

It is important to note that:

- The total insured value is the addition of all individual insured items. All the values have to be based on replacement costs and expressed in US dollars. Items not mentioned on the inventory cannot be taken into account for reimbursement irrespective of the total value of the inventory.
- Always mention the number of items to be insured at each entry (e.g. 1 table, 6 chairs). Specific equipment must be listed in the electrical equipment or miscellaneous group showing brand, type and serial number.
- It is important to indicate separately items of the same kind but with a different value. Each item with a replacement value of US \$500 or more has to be listed separately. When insured under 1 amount the individual amount of an item will be calculated proportionally to the number of items insured (e.g. 5 carpets insured for 1.000 USD means 1 carpet is valued at 200 USD).
- Complete, date and sign the cover page of the inventory form giving details of name and current address, destination, mode of transport, value paid by ILO, etc...
- There is no coverage for values (money, gold...), plants, live animals and perishable foods.
- If the personal effects have to be placed in storage before or after the shipment, please inform TRANSPORT or ASSURILO as soon as possible, providing them with exact dates of storage. **Otherwise, insurance for storage will not be taken out.**

⇒ **Forward the inventory at least one week prior to shipment to INTSERV, at [ASSURILO@ilo.org](mailto:ASSURILO@ilo.org). If this deadline is not respected, INTSERV will not be able to issue the certificate of insurance before transport commences and your personal effects will not be insured.**

## **2° UPON ARRIVAL**

- When your personal effects are being delivered at final destination, please check as much and as quickly as possible:
  - 1) the number of cartons received. Does the number coincide with the number mentioned on the packing list ?
  - 2) the external condition of cartons/not wrapped furniture.
- All noted discrepancies have to be mentioned on the delivery receipt to be remitted to you upon arrival by the carrier/remover. If latter fails to give you such a document, please strongly insist for obtaining same. You will need it to indicate the exceptions (damages/shortages noted by you upon arrival).
- Notwithstanding the already made exceptions, a complete list of damages/shortages has to be sent to the last carrier holding him liable and this within 3 days after delivery.
- Collect following documents and send them to MARSH for the opening of a file:
  - valued inventory for insurance with indication of the damaged/missing items,
  - packing list,
  - transport document,
  - delivery receipt with your notices,
  - copy of your protest to the carrier.

Upon receipt of these documents, it will be decided how to proceed further in respect of proving the extent of the damages.

- If there is major damage (as of 1.000 USD and more) please contact Marsh immediately for appointment of a surveyor.

## **3° GOOD TO KNOW**

- When some items of a set suffered damages or are lost, only these items will be reimbursed and not the whole set.
- Simple electrical and/or electronical and/or mechanical derangement without external damage are not covered.
- **No reimbursement for damaged personal effects under 250 US\$.**
- **250 US\$ deduced for vehicle.**

*PLEASE KEEP THIS FORM WITH YOU AND DO NOT SEND IT WITH YOUR REMOVAL!*

Attached hereto, a blank inventory list.

For any problem or questions, do not hesitate to contact MARSH S.A :

**MARSH S.A.**  
**Boulevard du Souverain 2**  
**1170 Brussels**  
**BELGIUM**

**Ms Leslie DE RILA (+ 322 674 97 88) or [leslie.derila@marsh.com](mailto:leslie.derila@marsh.com)**