

DHL SHIPMENT VALUE PROTECTION PLAN

RELAX. YOU'RE IN SAFE HANDS



EXCELLENCE. SIMPLY DELIVERED.



HOW DO I GET MY SHIPMENTS INSURED?

You can insure your shipments with DHL Global Forwarding in a matter of minutes. It's easy to get covered:

Annual Insurance Policy

- Contact your Sales Representative to set up an Annual Insurance Rate Agreement based on your shipping profile (trade lanes and type of commodities shipped).
- Our Annual Rates are competitive, and you will enjoy permanent security for all your DHL Global Forwarding shipments.

Ad-Hoc Insurance Policy

- Simply order DHL SHIPMENT VALUE PROTECTION PLAN when booking your next Air, Ocean or Road Freight shipment.
- We already have most of the information about your shipment, so we only need to know the value of the goods being transported.



ARE YOU FULLY COVERED?

- Freight forwarders and carriers have limited liability under international conventions for the loss or damage to goods.
- In the case of an incident, your compensation is normally calculated against a 'standard' liability clause.

Your compensation might be less than you expect.

- The limit of liability is based on the weight or package count of your cargo, so is likely to be considerably less than the commercial value of your goods.
- Freight forwarders and carriers only pay compensation if you can establish they were at fault, which can be time-consuming and expensive.
- 'Acts of God' such as storms, flooding, lightening strike and earthquakes are not reimbursed under international conventions.

OUR SOLUTION FOR YOU

For a competitive premium, DHL Shipment Value Protection Plan will cover your freight against loss or damage from any external cause. Flexible to meet your needs it can be arranged as follows:

Type	Description	Customer benefit
Annual Insurance Policy	Insures all DHL Global Forwarding shipments over the course of a pre-defined period such as one year.	Permanent security for all your shipments providing maximum insurance and minimum administration at a lower cost.
Ad-hoc Insurance Policy	One-off cover for a specific shipment.	Peace of mind for a specific shipment.

WHY YOU SHOULD CHOOSE DHL SHIPMENT VALUE PROTECTION PLAN



FREIGHT & INSURANCE PARTNER

Our deep knowledge of your freight needs enables us to offer a simplified and easy to handle insurance service in a matter of minutes including:

- An insurance policy designed by our own **specialist insurance division**
- Competitive rates with **no deductibles** or excess
- **Combined** freight and insurance invoicing



GLOBAL SCALE, LOCAL PRESENCE

We are the largest logistics provider in the world which gives us the scale to offer:

- **Exceptional levels of service and pricing** for all customers no matter what size
- **Single or multiple** shipment coverage
- Cover for **high risk cargo** and **worldwide destinations** that other companies won't insure



CLAIMS RESOLUTION

Through our partnership with a leading global cargo insurance provider, we can offer a best in class claims service:

- We target a maximum **30 day** resolution which is much quicker than other insurers
- We already have many of the documents needed to process your claim
- Your claim is **handled locally** with personnel who speak the **local language** and can settle in **local currency**

YOUR QUESTIONS ANSWERED

"Why do I need to insure my shipment?"

Freight forwarders and carriers have limited liability under international conventions for the loss or damage to goods. In the case of an incident, your compensation is normally calculated against a 'standard' liability clause. DHL SHIPMENT VALUE PROTECTION PLAN covers the gap between a standard liability and the full value of your goods.

"I've never had a problem before so why would I pay for insurance I won't use?"

We handle every shipment with great care but accidents outside of our control can happen. Natural disasters such as floods, tsunamis and earthquakes are examples of events that can cause accidents. With DHL SHIPMENT VALUE PROTECTION PLAN your goods are protected against damage or loss during transportation. After all, most people have never suffered a fire at home but continue to insure their homes against the risk.

"Isn't DHL Global Forwarding supposed to be safe?"

Most definitely! Thousands of customers rely on us every day to deliver their shipments reliably and safely. But some unexpected events that can lead to loss or damage are out of our control such as a ship sinking, plane crashing or truck overturning.

"Is it complicated and will I have to spend hours explaining my shipping to different people?"

Not with DHL Global Forwarding. You deal with the same person who knows both your freight and insurance needs. We'll get you covered quickly and easily – saving you time, operating costs – and with much less paperwork compared to other insurers.

"Is it expensive?"

No. Our insurance buying power means you get high quality cover combined with competitive rates and no deductibles or excess will apply to your claim, no matter how small the value.

"Does the insurance cover high risk destinations and specialist cargos?"

Our scale means we can cover you for most countries and for specialist, high risk or very valuable cargo.

"Will I receive the full value of any loss or damage to my shipment?"

With DHL Shipment Value Protection Plan you are fully covered in case of an incident for the full physical value of goods plus proportional transportation costs.

"In case of an incident will I have to deal with people in different countries – or where the loss occurred?"

We partner with one of the largest global insurers, so you'll always deal with an expert local to you.

"Will I have to wait months to get my money?"

In case of an incident we aim to settle your claim within 30 days from the moment we have all the documentation required.

You can also find out more on
DHL Shipment Value Protection
Plan by contacting your local sales
representative.

