



couriers please

Product Disclosure Statement

Domestic Transit Insurance

This Product Disclosure Statement is provided for Couriers Please customers and provides information about the main features of Domestic Transit Insurance.

Why purchase insurance?

Even though every care will be taken by Couriers Please in the transit of your goods, you may appreciate that the rigours of transit means that, on occasion, loss and/or damage to your goods may occur. Regardless of any occasion of contractual rights you may have against our company, there are many circumstances where we will not be liable to make good any loss or damage to your goods – for example, where the goods are damaged as a result of an accident that is beyond the company's control.

Insurance is an option to protect against these circumstances.

How to purchase insurance cover?

You may select the insurance option on your coupon invoice. Please select (*tick*) in the **Yes** box on the insurance section on your invoice when purchasing coupons.

Who to contact about your insurance policy coverage?

Your first point of contact about the policy should be a representative of Couriers Please. Feel free to call our office on: Tel: '1300 36 1000'.

If we cannot answer your enquiry, you can contact Australian Risk Applications Pty Ltd (abn 72 078 765 321):

Tel: 02 9007 2491
Fax: 02 9247 1454
Email: stephen@austrisk.com
Address: Level 5, 9-13 Young St, Sydney 2000

Insurer

Our insurance policy is underwritten by Allianz Australia Limited, 2 Market Street, Sydney 2000.

Policy cover

Our policy covers you for most risk of physical loss or damage. The following exclusions apply:

1. Works of art, antiques, precious metals and stones, bullion, cheques, credit cards, vouchers, securities, bonds, deeds, household goods and personal effects, and bills of exchange
2. Wilful misconduct by the insured
3. Wear and tear, ordinary leakage, ordinary loss in weight or volume
4. Loss as a result of delay and inherent vice or nature of the goods
5. Consequential loss
6. Loss damage or expense caused by insufficient packing
7. Loss arising from the use of an atomic weapon of war

Policy limit

Our coverage limit is \$3,000 per coupon, with a maximum of \$6,000 for 2 coupons.
OR limit of \$1,000 per coupon, with maximum of \$2,000 for 2 coupons.



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Basis of settlement

New replacement cost cover

If you insure the new replacement value, you receive the new replacement cost.

Market value cover

If you insure the market value (eg. second-hand value) you receive the current market value, or a proportion of the value in the event of partial damage or loss.

Claims are paid at the 'cost' value, less GST and applicable excess.

Cost of insurance

The cost depends on the value of the goods and the circumstances of transportation.

How do I select the amount to be insured?

It is important that you insure your goods for their full value. This means that you should tell us the new replacement value.

If the declared value of goods is less than their actual value at the time of the loss or damage, the amount of the claim will be reduced in the same proportion as the declared value bears to the actual value.

Conditions

Conditions do apply to your policy. Full details are set out in the insurance company's policy wording, which is available on request.

Duty of disclosure

When you apply for insurance we rely upon the information you provide to decide whether to insure you, and anyone else to be covered, and on what terms. If you do not answer all questions honestly we may reduce or refuse a claim, or cancel the policy.

What do I do if I need to make a claim?

Advise us in writing immediately, and request a claim form from your local Couriers Please office. The claim form will advise you what documentation and information is required by the insurance company. If the value of the claim is above a certain amount the insurance company will appoint a Loss Assessor to investigate and report the circumstances and the quantum of your claim.

Complaints and disputes

If you have a concern or dispute about the policy or a claim, please contact the Complaints Officer at Australian Risk Applications Pty Ltd. If they are unable to resolve your problem, they will refer you to the external dispute resolution process.

Date of Preparation: March 2008



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Financial Services Guide

Domestic Transit Insurance

This Financial Services Guide is provided for Couriers Please customers and provides information about our policy coverage for Domestic Transit Insurance.

Providing entity contact details

Couriers Please Pty Ltd
15 Bridge Street NSW 2073
Tel 1300 36 1000
Fax 02 9144 7213

Who we act for

Couriers Please Pty Ltd is appointed as an Authorised Representative of Australian Risk Applications (Pty) Ltd to provide the insurance service under their Australian Financial Services Licence number 228991.

There is no relationship between Couriers Please P/L and Australian Risk Applications (Pty) Ltd other than one of customer and service supplier.

Authorised services

Couriers Please holds a domestic transit policy. When you instruct us to do so we can arrange for this policy to cover you.

If you ask us to arrange the above insurance policy, we will give you a Product Disclosure Statement (PDS). This will describe the main features of the policy. You should read the PDS to help you decide if the policy suits your needs, objectives and financial situation.

If you request us to arrange insurance you will need to tick yes for insurance on the couriers please tax invoice.

If you need advice or your insurance needs are different from the cover available in our policy, we can refer you to Australian Risk Applications Pty Ltd who will be able to assist you.

How we are paid

Our staff who arrange your insurance are paid a salary. They do not receive a bonus for arranging insurance for you. Australian Risk Applications Pty Ltd receives a commission for arranging our policy depending on the services provided.

Complaints and disputes

Australian Risk Applications (Pty) Ltd handle all complaints or disputes about our services.

Their complaints officer can be contacted at:

Level 5
9-13 Young Street
Sydney
NSW
2000
Tel 02 9007 2491

If the complaints officer does not resolve the complaint to your satisfaction, you can refer it to Insurance Brokers Disputes Limited. For further information about IBDL, contact them directly on 1800 064 189.

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Domestic Insurance Claims

Couriers Please Customers

How do I make a claim?

(Claim for damage must be made within 3 days of despatch. Claim for loss must be made within 28 days of despatch.)

1. **Report** the claim immediately to your nearest Couriers Please office (Tel: 1300 36 1000)
2. **Complete** a Couriers Please 'Goods In Transit Claim Form' (obtained from our office)
3. **Forward** the completed and signed claim form to our office with all relevant and supporting documentation attached. Attachments may include:
 - i) A copy of your paid Couriers Please invoice for the relevant coupon(s)
 - ii) If repairs of goods are required, please provide a quote for the repairs
 - iii) If goods are lost, please provide the original invoice for the goods (showing their **cost value**)
 - iv) Photo evidence of damaged goods
4. **Keep** a record of all correspondence regarding communications with Couriers Please
5. **Inform** Couriers Please of any changes to the claim or any other circumstances

PLEASE NOTE:

- i) Ensure your goods are securely packed to minimise any instance of damage
- ii) There is an exclusion list of items (eg. items not covered by our policy) in the PDS
- iii) Excess applies - \$50; or \$250 excess for computer, electronic and fragile items

Our commitment to you

1. We will send you a reply letter acknowledging receipt of your claim
2. Your claim and supporting documentation will be forwarded to our insurers immediately
3. If we experience any delays in the process, we will keep you informed
4. We will notify you when we receive a response from our insurers
5. If/when the claim is approved by our insurers, we will pay you via cheque or EFT

PLEASE NOTE: Our policy covers repayment at 'cost' value only, less GST for companies, less excess of \$50 or \$250 excess (for computer, electronic or fragile items).

Please also see the following Product Disclosure Statement and Financial Services Guide for your reference.