Ignite Marine Cargo

Summary of cover

This summary of cover contains high level information about Ignite Marine Cargo. This document should be read alongside your policy document. Please ask your insurance broker for any clarification you may need to ensure that the product meets your requirements. A specimen policy may be downloaded from ***here*** or in print by request from the contact details below.

Please be aware that conditions and exclusions apply to this policy, which may not be set out in this summary, but are contained in the policy document. It is important you familiarise yourself with the cover set out in the policy document.

Due to the commercial nature of the policy, Chubb recommends that you discuss your insurance requirements with a professional insurance broker.

What is a summary of cover?

A summary of cover provides you with information about the main benefits provided by the policy and only the main limitations and exclusions. **This document does not contain the full terms and conditions of the policy**. If you need more information, please refer to the policy wording or contact your broker.

What is this type of insurance?

The Ignite Marine Cargo policy protects you against physical loss of or damage to your goods whilst in transit or in store, as applicable.

This policy is a commercial insurance contract. Except as otherwise provided, it is an occurrence based policy meaning the policy covers claims which occur on shipments which commenced their transit during the policy period. The basis of which claims are made is clear in the policy wording.

Who is the insurer?

Ignite Marine Cargo is underwritten by Chubb European Group SE.

Chubb European Group SE (CEG) is an undertaking governed by the provisions of the French insurance code with registration number 450 327 374 RCS Nanterre. Registered office: La Tour Carpe Diem, 31 Place des Corolles, Esplanade Nord, 92400 Courbevoie, France. CEG has fully paid share capital of €896,176,662.

UK business address: 100 Leadenhall Street, London EC3A 3BP. Supervised by the French Prudential Supervision and Resolution Authority (4, Place de Budapest, CS 92459, 75436 PARIS CEDEX 09) and authorised and subject to limited regulation by the Financial Conduct Authority. Details about the extent of our regulation by the Financial Conduct Authority are available from us on request. You can find details about the firm by searching 'Chubb European Group SE' online at https://register.fca.org.uk/.

Who is eligible to take out this insurance?

Ignite Marine Cargo is for commercial customers domiciled in the United Kingdom.

The policy is not available for shipments of:

Live Animals, Jewellery, Precious Stones, Precious Metals, Bullion, Money, Credit Cards, Debit cards, Furs, Antiques, Curiosities, Works of Art, Objet D'art or Rare Books, Tobacco, Cigarettes and Cigars, Household Goods or Personal Effects, Bulk Commodities, Coal, Caravans, Yachts or other Watercraft, Railway Rolling Stock, Arms, Munitions, Explosives and Fireworks, Humanitarian Aid or Blood Products

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What are the main benefits provided by the policy?

Please refer to pages 12, 13, 20, 21 and 22 of the policy wording for a full list of policy benefits. You should discuss this with your broker to ensure that the cover and limits of liability best suit your needs.

Core Covers

The basis of cover provided, subject to some exclusions (see below), is against all risks of loss of or damage to the goods whilst in the ordinary course of transit. Transits by road, rail, sea, air or post are all covered. The policy covers exports, imports and domestic transits. The duration of the cover is from the seller's warehouse to the buyer's warehouse

The policy also covers War and Strikes (including Terrorism) risks.

War risks cover provides protection against physical loss of or damage to your goods caused by acts of war. War risks cover is provided only whilst the goods are waterborne or airborne. War risks cover cannot be provided when the goods are in transit on land or whilst the goods are in store.

Strikes risks cover provides protection against physical loss of or damage to your goods caused by strikers or other persons taking part in labour disturbances, as well as riots and civil commotions. Terrorism cover is also provided. The duration of the cover is from the seller's warehouse to the buyer's warehouse but please note that Terrorism cover is only available whilst the goods are in the ordinary course of transit. We do not automatically provide any terrorism cover whilst goods are in store although in certain locations this can be added for an additional premium.

The policy will contain limits for any one shipment and any one location (to allow for the eventuality that multiple shipments are in the same place at the same time, for example at a port awaiting shipment). If storage cover is provided (see "Extensions") a specific limit for each named warehouse will be shown.

Extensions

The policy can be extended to provide cover for your goods in store at specified warehouses and in some circumstances it may be possible to extend cover for Terrorism for goods in store at specific warehouses.

Once you have purchased a policy the cover and limits you have chosen will be set out in your policy schedule and statement of fact. You will then need to carefully refer to your policy schedule to verify the coverage which applies to your policy.

Are there any significant or unusual exclusions, limitations or restrictions on cover?

This policy is a commercial insurance contract which is an occurrence based policy.

The following paragraphs are examples where there are general obligations or restrictions. It is critical that you check your policy wording carefully and ask your insurance broker for any clarification you may need as specific exclusions or conditions may apply depending on the circumstances of your claim.

The policy will exclude ordinary wear and tear and loss caused by insufficient or unsuitable packing. Losses due to Inherent Vice or the nature of the goods insured are not covered.

Cover is provided on policy terms and conditions during any delay in the transit of your goods, but losses caused by that delay are excluded

Losses caused by Radioactive Contamination are excluded, as are losses caused by Cyber attack.

The War Risks cover excludes any losses caused by nuclear weapons

For transits in a vehicle owned by you, there are restrictions on the theft cover we provide.

Where we are providing cover for goods in store there are restrictions on theft cover and exclusions of mysterious disappearance and stocktaking losses. Losses caused by the goods undergoing any process or test is also excluded.

Sanctions

There are certain territories or countries that are the subject of United Nations resolutions or trade and economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America. Chubb cannot provide any cover or make any payment that would infringe these laws or sanctions. It is very important that you discuss this with your insurance broker if you believe this may affect your ability to claim under this policy.

What are my obligations under this policy?

It is important that:

• you check that the sections you have requested are included in the schedule;

• you check that the information you have given us is accurate – see the failure to disclose information section below;

• you notify your broker as soon as practicable of any inaccuracies or changes in the information you have given us;

• you comply with your duties under each section and under the insurance as a whole, such as payment of premium and notifying us of claims – see claims and premium sections below.

Failure to disclose information
You should be aware that failure to disclose information that would have influenced the decision to provide a quotation for this risk, or the terms and conditions quoted, could result in you having insufficient or no cover under this policy. If you are in any doubt about what information should be provided, please discuss this with your insurance broker in the first instance. You may also discuss this with your local Chubb representative or contact us at the address given in this document.

Reporting a Claim
In the event of a claim or circumstance, you should notify us as soon as practicable.
In order to report a claim, please contact our dedicated Claims team at:

ChubbEuropean Group SE
Marine Claims Department
100 Leadenhall Street, LONDON EC3A 3BP
Telephone: 020 7173 7000
or via email: marineclaimsuk@chubb.com

Payment of premium, duration of payments and cancellation

The premium can be paid directly to your Insurance Broker.

Cancellations

We may cancel this Policy by giving to You at Your last known address:

- 30 days written notice for Transit and/or Storage risks; or
- 7 days written notice for War Risks, Strikes and/or Terrorism risks; or
- 48 Hours written notice for Strikes and Terrorism risks in respect of shipments and/or sendings to and/or from the United States of America (if any)

From midnight of the day notice of cancellation is issued

In such event the premium for the period up to the date when the cancellation takes effect shall be calculated and the Insurer shall promptly return any unearned portion of the premium paid.

We will only cancel if there is a valid reason. Examples of valid reasons are as follows:

- Non-payment of premium by You
- A change in risk occurring which means that We can no longer provide You with insurance cover or
- Non-cooperation or failure to supply any information or documentation We request

You may cancel this Policy by giving 30 days written notice to Us at Our registered address in the United Kingdom. In such event, provided no claim has been paid or is payable and no incident has occurred which could give rise to a claim under this Policy, the premium for the period up to the date of cancellation will be calculated and We shall promptly return any unearned portion of the premium paid, subject to a minimum retention by Us of GBP 100.

Refund of premium

This insurance has a cooling off period of fourteen (14) days from either:

- the date You receive this insurance documentation; or
- the start of the Period of Insurance

whichever is the latter.

Duration of the policy

The duration of the policy is outlined within the quote document that accompanies this product summary. The actual start and end dates of your policy will be shown in your quote document, and in your policy schedule/certificate of insurance when you take out cover.

Other services provided by the policy

Chubb can offer, generally free of charge, the services of our dedicated Transportation Risk Management Team who can advise on packing, transportation routing and identification and addressing of loss trends.

Our Marine Claims Team contains a dedicated Recoveries unit who will pursue, under subrogation, any claims against third party carriers in the event of loss or damage for which they may be responsible. Diligent pursuit of recoveries ensures that your claims record is protected as much as possible and helps us control premium costs.

How to make a complaint

We are dedicated to providing a high quality service and want to maintain this at all times. If you are not happy with our service, please contact us, quoting the Policy details, so we can deal with the complaint as soon as possible. Please contact:

Chubb Customer Relations
PO Box 4510
Dunstable
LU6 9QA

Telephone: 0800 519 8026

Email: customerrelations@chubb.com

You may be able to approach the Financial Ombudsman Service for assistance if you are unhappy with our final response to your complaint or if your complaint remains unresolved eight weeks from the date of making the complaint. Any approach to the Financial Ombudsman Service must be made within 6 months of our final response to you.

Their contact details are given below. A leaflet explaining the procedure is available on request.

Address:	The Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London, E14 9SR
Tel:	0800 023 4 567 (Monday to Friday – 8am to 8pm, Saturday – 9am to 1pm) - Calls are free from a UK landline or mobile. 0300 123 9 123 - Calls cost no more than costs to 01 or 02 numbers.
Fax:	020 7964 1001
E-mail:	complaint.info@financial-ombudsman.org.uk
Website:	www.financial-ombudsman.org.uk

To be eligible to refer a complaint to the Financial Ombudsman Service, you must be either:

- A consumer
- A micro-enterprise employing fewer than 10 employees and have a turnover or balance sheet that does not exceed €2 million
- A charity with an annual income of less than £1 million
- A trustee of a trust which has a net asset value of less than £1 million

Following this complaints procedure does not affect your statutory rights relating to this Policy. For more information about statutory rights, you should contact Citizens Advice.

Financial Services Compensation Scheme

In the unlikely event of us being unable to meet our liabilities, you may be entitled to compensation under the Financial Services Compensation Scheme. Their contact details are:

Financial Services Compensation Scheme
PO Box 300
Mitcheldean
GL 17 1DY
0800 678 1100 or +44 (0)20 7741 4100

Data Protection

Chubb uses personal information which you supply to us or, where applicable, to your insurance broker for underwriting, policy administration, claims management and other insurance purposes, as further described in our Master Privacy Policy, available here Master Privacy Policy. You can ask us for a paper copy of the Privacy Policy at any time, by contacting us at dataprotectionoffice.europe@chubb.com

Contact us

If you have any general enquiries, you can contact us at:

Chubb
100 Leadenhall Street
London, EC3A 3BP
Main Switchboard: 020 7173 7000
Website: chubb.com/uk