

CHUBB®

Relocation  
Insurance





## Overview of Relocation Insurance

# Protecting your move and providing peace of mind

Relocating can be an exciting adventure, but it also comes with risks and uncertainties. Chubb Indonesia's Relocation Insurance provides comprehensive (all risk) coverage for goods and properties, resulting from the risks of loss, theft, destruction, and damage during domestic and international route of relocation process. This protection will give you peace of mind because we provide guarantee for your goods and property from the beginning of transportation until the goods and property arrive at their final destination (door-to-door), including during the storage period up to 90 days.



Chubb provides special coverage and benefits as listed below. However, you should read the contents of the policy wording and the policy schedule to find out the details of the benefits as well as a description of the applied terms and conditions.

Special Relocation Insurance Coverage	Description
Check-in (Total Loss Only)	Cover accidental loss, damage or destruction of goods and Property which is being Transported as check in luggage.
Hand Carry	Cover accidental loss, damage or destruction of valuables and collectibles which is being Transported as hand carry by the Insured and/or his/her family member.
Nominated Storage	Cover accidental loss, damage or destruction of the Property whilst held in Nominated Storage up to a maximum of thirty (30) days prior to Transit and sixty (60) days after Transit.
Delayed Unpacking and Discovery	Cover accidental loss, damage or destruction occurring within sixty (60) days of the completion of Transit or sixty (60) days after the period of Nominated Storage.



## Who is this insurance intended for?

This product is specifically designed to meet the needs of individuals, businesses and moving service companies without restrictions on routes and the value of goods

## What are the advantages of Relocation Insurance?

- ✓ Long-term focus on client relationships
- ✓ Customised risk management solutions at a reasonable premium
- ✓ Available on (Chubb CargoAdvantage®), a web-based marine insurance quoting and certificate issuing system
- ✓ More efficient and reduces the need for additional collateral for stock in the warehouse
- ✓ Up to full replacement
- ✓ Fast track claim process with worldwide network of claims professionals
- ✓ Established logistics and project cargo practice
- ✓ Experienced Marine Underwriters
- ✓ Ability to accommodate high policy limits

# Main exclusions

## Excluded Property

- ✓ Collectibles that are transported as check in total loss only
- ✓ Collectibles that are valued greater than USD 10,000 any one item. If there is another agreed value, then such value will be specified and shall refer to the Policy Schedule.
- ✓ Cash securities and other cash equivalents
- ✓ Goods which are banned, prohibited or otherwise excluded by any law, regulation or statute of any jurisdiction from which the Property is collected, delivered, or through which the Property is Transported;
- ✓ Live animals or plants;
- ✓ Mobile phones and laptops unless covered under clause 1.5 (Hand Carry);
- ✓ Perishable Goods;
- ✓ Temperature sensitive goods;
- ✓ Valuables, unless covered under clause 1.5 (Hand Carry);
- ✓ Any Property which the Transport Operator specifically excludes from shipment under the Consignment Note, unless specifically noted in the Policy Schedule and any liability arising from the shipment of such excluded Property.

## General Exclusion

- ✓ War, Terrorism, Strike and Civil Commotion
- ✓ Communicable Disease
- ✓ Information, Data, Media
- ✓ Mold, Moths, Insects, Rats or Other Vermin
- ✓ Delay
- ✓ Faulty Workmanship
- ✓ Fraud, Dishonesty, and Intentional Conduct
- ✓ Inherent Vice
- ✓ Insufficiency of Packaging and Incorrect Address
- ✓ Radioactive Contamination, Chemical, Biological, Bio-Chemical and Electromagnetic Weapons
- ✓ Motor Vehicles and Motorcycles as transportation
- ✓ Ordinary Leakage
- ✓ Lawful Seizure

# Calculation of Premium Rate and Deductibles

## Calculation of Premium Rate & Deductibles:

- ✓ **Minimum premium rate:** 1% of the Sum Insured
- ✓ **Deductibles** up to a maximum of 30% of the Sum Insured

Premium rates and Deductibles are determined according to the results of the underwriting team's assessment

## Costs:

Apart from insurance premiums, here are the costs you will pay:

- ✓ Policy costs up to IDR100,000;
- ✓ Stamp duty fees in accordance with applicable law; And
- ✓ The policy delivery fee is the same as the delivery service fee.

## Premium Calculation Simulation:

Insured Mr. ABC will send furniture equipment via the expedition company PT XYZ, where the Insured Mr. ABC has agreed to purchase a Relocation Insurance policy with the following information:

- ✓ Property: Cupboards, tables, chairs and other furniture listed in the Consignment Note
- ✓ Coverage Price: IDR500,000,000
- ✓ Delivery Operator: PT XYZ
- ✓ Travel Route: From Bandung to Surabaya
- ✓ Transport Equipment: Box Truck
- ✓ Departure Date: December 11, 2023

Due to this, the Insured Mr. ABC is subject to a premium of  $\text{IDR}500,000,000 \times 1.0\% = \text{IDR}5,000,000$  and Deductibles of 0.5% of the Sum Insured.

## Claim Calculation Simulation

While on the way the transport truck slipped and caused total damage to the property with an estimated repair cost of IDR25,000,000. Due to this, Mr. ABC submitted a claim accompanied by complete documents supporting the claim. Based on the claim evidence submitted, Chubb decided that the claim was approved and paid the claim in the amount of:

Claim Values	IDR25,000,000,-
Deductibles	IDR2.500.000,-
Paid Claims	IDR22.500.000,-

## Claim Submission Procedure

Report to Chubb via email [claimsNMV.ID@chubb.com](mailto:claimsNMV.ID@chubb.com) a maximum of 5 days after delivery of the goods or after the goods and properties are considered lost

### Required documents:

- ✓ Copy of consignment note / unit list of packaged goods
- ✓ Photos of damaged goods and packaging
- ✓ Written confirmation from the Transport Operator if the goods are lost
- ✓ Invoice / invoices for lost / damaged / destroyed / stolen goods
- ✓ Your bank information (as insured)

For further processing, please contact Chubb's Hotline via telephone at 1500 257 or email [contact.id@chubb.com](mailto:contact.id@chubb.com)



## About Chubb in Indonesia

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Chubb has three insurance operations in Indonesia: general insurance, life insurance and sharia general insurance. Its general insurance operation (PT Chubb General Insurance Indonesia) provides a comprehensive range of general insurance solutions for individuals, families and businesses, both large and small. With strategically located offices, the company offers its products and services through a multitude of distribution channels, including banks, multi-finance companies, brokers and independent distribution partners.

## Contact Us

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The information is merely a general information of an insurance product that PT Chubb General Insurance Indonesia could cover. For the coverage that you have and exclusions towards your coverage please read and refer further to your insurance policy.

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