FAIRFIRST INSURANCE LIMITED
(Company No. PB5180)
Access Towers II (14th Floor),
No. 278/4, Union Place, Colombo 02, Sri Lanka
Tel: 011-2428428 | Fax: 011-2438438 | Email: info@fairfirst.lk | Website: www.fairfirst.lk

Insurance Product Information Document (IPID)

Goods-in-Transit Insurance Policy

This document provides a concise summary of your insurance policy. For full details, please refer to the complete Policy Document and Schedule. In the event of any conflict, the Policy Document shall prevail.

1. **Type of insurance cover:**

   The **Goods-in-Transit Insurance Policy** is designed to protect your goods against loss of or damage while they are being transported from one place to another within the specified geographical area.

2. **Key Benefits (What is Covered)**

   This policy provides protection for your goods while they are in transit.

   It protects your property against loss, destruction, or damage from vehicle accidents, overturning of the carrying vehicle, fire, explosion, etc. This cover applies while the goods are being transported as described in your policy schedule.

3. **Key Exclusions (What is NOT Covered)**

   The following are some of the most important exclusions:

   3.1 **Improper Packing:** Loss of or damage caused by improper or insufficient packing or addressing.

   3.2 **Inherent Vice & Natural Causes:** Damage from natural causes like damp, mildew, rust, or deterioration. Damage from pests (moth, vermin) is also not covered.

   3.3 **Specific Goods:** The policy does not cover valuable items like **cash, bullion, jewellery**, fragile items like **glass or antiques**, or **livestock** unless specifically agreed upon in writing.

   3.4 **Indirect Losses:** Loss of market, financial losses due to delays, or any other consequential loss is not covered.

   3.5 **War and Nuclear Risks:** All losses related to war, civil unrest, riots, and nuclear events are excluded.

4. **The mode of payment of premiums**

You must pay the full annual premium at inception.

5. Obligations of the policyholder in disclosing material facts

It is the obligation of the insured, its agent or insurance broker to disclose all material information fully and frankly to the insurer at the time of obtaining the quotations and getting into the insurance contract and also during the policy period.

6. Obligations of the policyholder, when a claim is made

When a claimable event occurs, you must:

6.1 Take all reasonable precautions to protect the goods from loss of or damage.
6.2 Do not abandon any damaged property to the insurance company.

7. Procedure to be followed in the event of a claim

Step 1 : Notify Us Immediately
Contact Fairfirst as soon as you are aware of any loss of or damage.
Contact Us :
Email : nonmotorclaimsteam@fairfirst.lk
Phone : +94 11 2428618

Step 2 : Provide Proof
You will need to provide all required documents, such as claim form, transport records and invoices showing the value of the goods, and all other documents, as case may be.

8. Complaints and Grievance Handling

Step 1 : Contact Fairfirst Insurance:
☎ +94 11242 8282 (8:30 a.m. to 5:00 p.m.)
✉ info@fairfirst.lk
You may escalate concerns to Fairfirst's Risk & Compliance team.

Step 2 : External Escalation (if unresolved):

- Insurance Regulatory Commission of Sri Lanka (IRCSL)
  ☎ +94 11 2335167 | ✉ info@ircsl.gov.lk | www.ircsl.gov.lk
- Insurance Ombudsman
  ☎ +94 11 2505542 / +94 11 2505041 |
  ✉ info@insuranceombudsman.lk | www.insuranceombudsman.lk

9. Contact Us for More Information

Fairfirst Insurance Limited
Access Towers II (14th Floor), No. 278/4, Union Place, Colombo 02, Sri Lanka
☎ 011-2428428 | ✉ info@fairfirst.lk | www.fairfirst.lk

10. Any other information

10.1 Max. Limit per conveyance: Our liability is limited to the Max. Value per conveyance as stated in your schedule, or the market value of the goods just before the loss, whichever is lower. In the event of the value at risk being in excess of the conveyance limit stated in the schedule, this policy is only to pay for such proportion of any loss as the limit stated in the schedule is in proportion to the total value at risk.

10.2 **Deductible / Retention:** You will have to pay the first portion of each claim yourself. This is known as your 'Retention' or 'Excess' and the amount is shown in your policy schedule.

10.3 **Contribution:** If you have another insurance policy that covers the same loss, this policy will only pay its proportionate share of the claim.

Note: **“**This IPID is intended to provide a summary of the main cover and additional covers, if applicable and key features of the policy and is not personalized to your specific individual needs. Complete pre-contractual and contractual terms on the full and personalized information, and exclusions of the product are provided in your policy document. The IPID shall not form part of the policy/contract. Therefore, in case of any conflict the terms and conditions mentioned in the policy document shall prevail.”