FAIRFIRST INSURANCE LIMITED
(Company No. PB5180)
Access Towers II (14th Floor),
No. 278/4, Union Place, Colombo 02, Sri Lanka
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Insurance Product Information Document (IPID)

Stock Throughput Insurance Policy

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

1. **Type of insurance cover**

   The **Stock Throughput Insurance Policy** is a specialized package designed to protect your stock pertaining to Apparel and Tea industry seamlessly throughout the entire supply chain.

2. **Key Benefits of the Cover (What is Covered)**

   This policy provides protection for your goods at every stage of your supply chain, up to the limits specified in your **Policy Schedule**.

   This policy provides **protection** against physical loss of or damage to your goods at the following stages as per applicable coverage specified in the policy schedule.

   2.1 **Imports:** Covers your raw materials and other goods while in transit from the time it leaves your overseas suppliers' warehouses to your factories or warehouses in Sri Lanka depending on the INCO terms of the shipment.

   2.2 **Storage:** Covers your stock while it is being stored or processed at your own factories, as well as at the specified subcontractor and third-party warehouse locations listed in your policy (subject to process clause).

   2.3 **Exports:** Covers your finished goods while in transit from your factories in Sri Lanka to any port in Sri Lanka or your customers' final warehouses anywhere in the world, subject to the INCO terms of the shipment (conditions apply)

3. **Key Exclusions (What is NOT Covered) in addition to the general exclusions specified in the Institute Cargo Clauses**

   3.1 **Damage During Processing:** The policy does not cover damage that is a direct result of a manufacturing or processing activity itself (as per the "Process Clause").

   3.2 **Inherent Vice & Gradual Damage:** Loss or damage caused by the natural properties of the goods, wear and tear, rust, oxidation, or gradual deterioration is not covered.

   3.3 **Mysterious Disappearance:** Losses that are unexplained or only discovered during a stock-take are not covered.

   3.4 **Employee Theft:** Theft committed by your own employees or agents is excluded.

   3.5 **Excluded / Undeclared Locations:** Shipments to or from, or storage in, countries subject to war or international sanctions are not covered.

3.6 **Breach of Warranty:** Any loss that occurs as a result of not following the specific policy warranties is not covered.

3.7 **Business Interruption Losses / Consequential Losses :** Loss of profits due to a loss covered the policy

4. The mode of payment of premiums

Minimum and Deposit Premium should be paid at inception. At the end of the policy year, this will be adjusted based on your actual annual turnover. You may need to pay an additional premium, no refund will be allowed as a minimum and deposit premium is charged.

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 quotation and getting into the insurance contract and also during the policy period.

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

6.1 You must take all reasonable steps to protect the goods from further loss or damage.

6.2 You must adhere strictly to all **Policy Warranties**. These are very strict rules about how your goods must be stored and handled (e.g., security, stacking height, "No Smoking" rules, hot work procedures). Failure to comply with a warranty can invalidate your claim.

6.3 Immediately file a claim against the third parties responsible (ex. shipping line, airline, haulier) to protect your rights of recovery.

Reference 'Important Clause' attached to the policy document.

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

Step 1 : Notify Us Immediately

You must inform Fairfirst immediately as soon as you become aware of any loss or damage.
In case of theft, you must also notify the Police immediately.
Immediately file a claim against the third parties responsible (ex. shipping line, airline, haulier) to protect your rights of recovery.
Reference 'Important Clause' attached to the policy / certificate.

Step 2 : Contact the Claims Unit

The policy provides specific contact persons for claims. You must direct your notification to them.
Contacts: Lahiru Perera (0777-238053), Udara Atapattu (011-2428811)
Email: lahirup@fairfirst.lk, udaraa@fairfirst.lk

Step 3 : Cooperate Fully

You must cooperate with any Surveyors / Loss Adjusters we appoint and provide all required documentation to support your claim (e.g., shipping documents, invoices, survey reports etc).

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
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10. Any other information

10.1 **Warranties are Critical:** This policy contains several important **Warranties** (strict rules). You **must** comply with these rules at all times, as failure to do so can result in your claim being rejected. You must refer to the policy / relevant clauses and the Schedule.

10.2 **Deductible:** You will have to bear the first portion of each claim. This is called the **Deductible** and the amount, which may vary by location, is shown in your policy schedule.

10.3 **Under insurance (Average Clause):** If the total value of your stock at a location is higher than the specific limit for that location stated in your policy, you will be considered your own insurer for the difference, and your claim payment will be proportionally reduced.

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."