

INTERNATIONAL CLAIM REPORTING PROCEDURE

TIME LIMITATIONS ON FILING A CLAIM

1. YOU MUST NOTIFY UNIRISC OF YOUR INTENT TO FILE CLAIM WITHIN 45 DAYS OF DELIVERY TO YOUR RESIDENCE.
2. COMPLETED CLAIM FORM AND ATTACHED DOCUMENTS MUST BE FORWARDED WITHIN 90 DAYS FROM DATE OF NOTIFICATION OF INTENT TO FILE CLAIM.

IMPORTANT — IN THE EVENT OF LOSS AND/OR DAMAGE BELIEVED COVERED BY THIS CERTIFICATE INSURED MUST IMMEDIATELY:

1. Report loss to the Agent of the Moving Company. A survey may be performed by any local reputable survey agent or agent of Lloyd's of London. However, surveys are NOT authorized if loss or damage is less than \$1,000.00 unless there are unusual circumstances.
2. Complete the Claim Form found following your insurance certificate. A Claim Form MUST be submitted with ALL claims. Incomplete Claim Forms will NOT be processed and will be returned for all questions to be answered.
3. Write a letter directly to the air or ocean carrier (NOT the Moving company) who handled your shipment stating that there has been damage to the shipment. Attach a copy of this letter to your Claim Form.
4. Obtain Estimates for Repair of damages and attach to the Claim Form. Any items which are claimed as total loss must be substantiated.
5. Attach a copy of the Ocean or Air Way Bill of Lading to the Claim Form.
6. Attach a copy of the Destination Inventory with exceptions noted.
7. Attach a copy of your insurance certificate.
8. In the event of loss or damage to an individual "High Value" article, Underwriters, or their representatives, have the right to request the Insured to verify the value and furnish proof of ownership prior to payment.
9. Air Mail your Claim Form with attached documents directly to:

UNIRISC
9040 Leslie Street
Suite 215
Richmond Hill, ON L4B 3M4
Telephone (905) 764-7272
FAX (905) 764-7273
www.customerservice@unirisc.com

NOTE: In the event you wish Underwriters to assign a loss adjuster directly, or require assistance in submitting your claim, notify UNIRISC immediately: