



Insurance Policy Package

Thailand

Version 8200



Insurance Policy Terms and Conditions

INTRODUCTION

Subject to the provisions of this Insurance Policy, Deliverree (the "Company") makes available, through its insurance providers (the "Insurers"), cargo insurance to protect against direct loss for new goods, merchandise, items, and belongings ("Insured Items") that are booked and transported using the Company's application technology and platform (a "Company Booking").

The Insurance Policy provides compensation to customers for direct losses of Insured Items if they are lost, stolen, missing, or damaged during pickup, transportation, or delivery during a Company Booking in accordance with the limit shown in the application.

Please note that any activity taking place outside of the Company's application technology and official platform are not covered under this Insurance Policy.

STANDARD LIMIT (NON-BUSINESS PROGRAM)

	Standard Service	Saver Service
Trailer:	20,000	
10W Truck:	15,000	-
6W Truck:	15,000	-
Chilled Truck:	8,000	-
Box Truck:	8,000	3,000
Pickup Truck:	8,000	3,000
Eco Car:	4,000	1,000
Motorbike:	4,000	1,000



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NON-COVERED ITEMS

- Animal, livestock, and blood stock
- Platinum, gold, silver, other precious metals and stones, and jewelry
- High precision machinery and equipment
- Explosive or highly flammable items
- Antiques, art, collectibles, rare items
- Items requiring cold storage except via the Company's official cold storage vehicle
- Illegal or contraband items of any nature
- Items over stated size or weight limits
- Second-hand or used items without proof of purchase or beyond 2 years old
- Items without receipt, invoice or bill of lading with description and price
- Cash or documents except via the Company's official COD and document return service

NON-COVERED CAUSES

- Delays or truancy
- Ordinary wear, tear, leakage
- Inherent vice or nature of items
- Insufficient packing or preparation of items
- Exceeding weight or dimension limit of vehicle
- Risks resulting from constructing, installing, or dismantling
- Claimant's breach of obligations or insurance under their agreements with the Company
- Water or moisture damage resulting from transport using an open top vehicle
- Damage of temperature sensitive items from transport using a non-refrigerated or non-frozen vehicle
- Conspiracy, fraud, theft, dishonesty, or gross negligence by the booker, sender, recipient, or their representatives
- Indirect causes, events, liabilities, consequences of any kind
- Force majeure events and acts of nature
- War, civil unrest, revolution, rebellion, or use of weapons of mass destruction

VALUATION METHODOLOGY

Approved claims in accordance with this Insurance Policy will follow the below valuation methodology for Insured Items subject to stated liability limits.

- New Items: Cost based on supplier proof of purchase or verified proof of direct internal manufacturing cost ("Direct Internal Cost"). This Insurance Policy does not value Insured Items at sale price, intended sale price, or market value. The Insurers have the right but



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not the obligation to take ownership of any damaged items (or a portion thereof) for which claims have been approved and paid according to Direct Internal Cost.

- Used Items: Repair cost based on reputable third party estimates.

PACKAGING REQUIREMENTS

To be covered by the Insurance Policy, items must be packaged in accordance with the below guidelines.

- Containable items must be boxed, palletized, or otherwise placed in a suitable container for transport and storage with appropriate levels of cushioning and wrapping in accordance with market standards for items of its nature. Items must not exceed the weight specifications of any box or cotaniner.
- If the nature of the items requires them to be transported loose in accordance with market standards, then the items must be otherwise contained and secured such that they do not shift around during transportation in a manner that may cause damage. Surface areas that are prone to scratches, dents or breakage must be properly wrapped or padded.
- Fragile items must be protected in a manner that allows them to withstand ordinary wear and tear during transport with a low risk of damage. This may include but not be limited to the use of double boxing, corrugated fiberboard, and/or padding and cushioning using plastic wrapping, bubble wrap, packaging peanuts, or foam or air pads.
- Any items with sharp or protruding edges must be taped and padded.
- Any items with doors intended for the use of storage such as cabinets, wardrobes, and refrigerators must be transported with all internal contents removed and doors secured shut.

UNDERWRITERS

To meet the financial obligation under this Insurance Policy, the Company reserves the full discretion and right to appoint, remove, or change its Insurers at any time.

The Company's current Insurers are listed below. Note that the coverage, exclusions, and deductibles of an underwriter may not represent the Company's entire Insurance Policy and The Company reserves the right to select amongst its Insurers for the processing of a claim.

PT Asuransi AXA Indonesia

AXA Tower Lt. GF
Jl. Prof. Dr. Satrio Kav. 18, Kuningan City
Jakarta Selatan 12940, Indonesia

Deliverree Private Limited

138 Cecil Street
#12-01A Cecil Court
Singapore 069538



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FILING A CLAIM

Claims decisions are determined entirely by the Insurer in strict accordance with this Insurance Policy. However, the Company is required to handle administration and coordination between its customers and the Insurer by receiving customer claims, ensuring claim completeness according to Insurer requirements, validating claim data and information, and liaising with the Insurer on behalf of the customer throughout of each claim process.

Step	Process	Description
1	Claims Notification	A verbal or written incident notification must be received by Company within 7 days of incident. This may be done by contacting Company's Customer Support available from our application and website or by emailing support.th@deliverree.com.
2	Claims Form & Supporting Document Submission	<p>Complete and sign the Claim Form provided in this Insurance Policy Package. Attach supporting documents related to incident including:</p> <ul style="list-style-type: none"> ○ Copy of invoice, receipt, or other official documents with description and price of the damaged or missing goods ○ Photographs of claimed goods before incident ○ Photographs of claimed goods after incident (if available) ○ Video recordings of incident (if available) ○ In case of new goods, proof of purchase from supplier or verified unit manufacturing cost. If our Insurance Department requires additional verification, we may request third party verification, the costs of which to be borne by the claimant. ○ In case of damaged goods, repair or refurbishment estimated provided by a reputable third party. If our Insurance Department requires additional quotations from reputable third parties, we may request the claimant to seek these quotations, the burden of which to be born by the claimant. <p>The completed Claim Form together with the supporting documents (a "Claim") should be submitted within 15 days of the incident. Please keep original documents on hand so you may provide them at the request of the Insurer.</p>
3	Due Diligence	The Insurer will review the Claim and conduct due diligence which may involve the booker and contacts at the relevant pickup and/or destinations. In the course of due diligence, the Insurer may request additional information from you.
4	Claim Decision	The Insurer will arrive at a claim decision in strict accordance with the Insurance Policy within 15 days after submission of the Claim and receipt of any additional information as outlined in Step 3. By that time, you will receive an email explaining the Insurer's claim decision and related information (the "Claim Decision").
5	Claim Settlement Agreement	If the Claim Decision has a settlement amount, you will receive a Claim Settlement Agreement and be asked to provide your bank information for payment.
6	Payment Release	Once you have signed the Claim Settlement Agreement, payment will be made to your designated account within 10 days.



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CLAIMS FORM

CLAIMANT INFORMATION

Name:

Company (if any):

Customer's ID or Login:

Contact Address:

Contact Phone:

Contact Email:

DAMAGED OR MISSING ITEMS

List of Damaged or Missing Goods with Declared or Claimed Value Next To Each:

Claim Amount (see Valuation Methodology above):



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INCIDENT LEADING TO THE CLAIM

Date of Incident:

Location of Incident (if multiple, please list):

Booking ID:

General Description of Incident:

SUPPORTING DOCUMENTS

Please check the box for each supporting document that you are submitting with the claim form. For more information, refer to "Filing a Claim" in this policy package.

- Copy of invoice, receipt, or other official documents with description and price of the damaged or missing goods
- Photographs of claimed goods before incident
- Photographs of claimed goods after incident
- Video recordings of incident
- Proof of purchase from supplier or verified unit manufacturing cost (In case of new goods)
- Repair or refurbishment estimated provided by a reputable third party (In case of damaged goods)

SIGNATURE

By submitting this claim form, you certify that Claim information and supporting documents provided to the Company are complete, true, and accurate to the best of your knowledge.

CONTACT

support.th@deliverree.com