



QBE Insurance (Australia) Limited

Carriers Combined Load

Marine insurance policy

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About this booklet

There are two parts to this booklet. The first part is Important Information about this Policy including information about how we'll protect your privacy and how to make a complaint or access our dispute resolution service.

The second part is your Policy Wording which sets out the detailed terms, conditions and exclusions of the Policy.

Because we don't know your own personal circumstances, you should treat any advice in this booklet as purely general in nature. It doesn't consider your objectives, financial situation or needs. You should carefully consider the information provided with regard to your personal circumstances to decide if it's right for you.

For more information or to make a claim

Please take the time to read through this booklet and if you have any questions, need more information or to confirm a transaction, please contact:

- your financial services provider.

The section titled 'Claims' at the end of this booklet tells you the full details about what you need to do in the event of a claim. If you'd like to make a claim or to enquire about an existing claim please contact:

- QBE by sending an email to marineclaims@qbe.com.

About QBE Australia

QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239545 is a member of the QBE Insurance Group Limited ABN 28 008 485 014 (ASX: QBE). QBE Insurance Group is Australia's largest international general insurance and reinsurance group, and one of the largest insurers and reinsurers in the world.

Important information

In this first part of the booklet we explain important information about this Policy including how we'll protect your privacy and how to make a complaint or access our dispute resolution service.

Duty of disclosure

Before you enter into an insurance contract, you have a duty to tell us anything that you know, or could reasonably be expected to know, may affect our decision to insure you and on what terms.

You have this duty until we agree to insure you.

You have the same duty before you renew, extend, vary or reinstate an insurance contract.

You do not need to tell us anything that:

- reduces the risk we insure you for; or
- is common knowledge; or
- we know or should know as an insurer; or
- we waive your duty to tell us about.

If you do not tell us something

If you do not tell us anything you are required to, we may cancel your contract or reduce the amount we will pay you if you make a claim, or both.

If your failure to tell us is fraudulent, we may refuse to pay a claim and treat the contract as if it never existed.

The General Insurance Code of Practice

QBE Australia is a signatory to the General Insurance Code of Practice.

The Code aims to:

- Commit us to high standards of service
- Promote better, more informed relations between us and you
- Maintain and promote trust and confidence in the general insurance industry
- Provide fair and effective mechanisms for the resolution of complaints and disputes between us and you
- Promote continuous improvement of the general insurance industry through education and training.

Privacy

We'll collect personal information when you deal with us, our agents, other companies in the QBE group or suppliers acting on our behalf. We use your personal information so we can do business with you, which includes issuing and administering our products and services and processing claims. Sometimes we might send your personal information overseas. The locations we send it to can vary but include the Philippines, India, Ireland, the UK, the US, China and countries within the European Union.

Our Privacy Policy describes in detail where and from whom we collect personal information, as well as where we store it and the full list of ways we could use it. To get a free copy of it please visit qbe.com.au/privacy or contact QBE Customer Care.

It's up to you to decide whether to give us your personal information, but without it we might not be able to do business with you, including not paying your claim.

Resolving complaints & disputes

At QBE we're committed to providing you with quality products and delivering the highest level of service.

We also do everything we can to safeguard your privacy and the confidentiality of your personal information.

Something not right?

We know sometimes there might be something you're not totally happy about, whether it be about our staff, representatives, products, services or how we've handled your personal information.

Step 1 – Talk to us

If there's something you'd like to talk to us about, or if you'd like to make a complaint, speak to one of our staff. When you make your complaint please provide as much information as possible. They're ready to help resolve your issue.

You can also contact our Customer Care Unit directly to make your complaint. Our aim is to resolve all complaints within 15 business days.

Step 2 – Escalate your complaint

If we haven't responded to your complaint within 15 days, or if you're not happy with how we've tried to resolve it, you can ask for your complaint to be escalated for an Internal Dispute Resolution (IDR) review by a Dispute Resolution Specialist.

The Dispute Resolution Specialist will provide QBE's final decision within 15 business days of your complaint being escalated, unless they've requested and you've agreed to give us more time.

Step 3 – Still not resolved?

If you're not happy with the final decision, or if we've taken more than 45 days to respond to you from the date you first made your complaint, you can contact the Australian Financial Complaints Authority (AFCA). AFCA is an ASIC approved external dispute resolution body.

AFCA resolves insurance disputes between consumers and insurers, at no cost to you. QBE is bound by AFCA decisions - but you're not. You can contact AFCA directly and they'll advise you if your dispute falls within their Rules.

Disputes not covered by the AFCA Rules

If your dispute doesn't fall within the AFCA Rules, and you're not satisfied with our decision then you may wish to seek independent legal advice.

Privacy complaints

If you're not satisfied with our final decision and it relates to your privacy or how we've handled your personal information, you can contact the Office of the Australian Information Commissioner (OAIC).

Contacting QBE's CCU, AFCA or the OAIC

How to contact QBE Customer Care

Phone	1300 650 503 (Monday to Friday from 9am to 5pm, Sydney time, except on public holidays). Calls from mobiles, public telephones or hotel rooms may attract additional charges.
Email	<ul style="list-style-type: none"> complaints@qbe.com, to make a complaint. privacy@qbe.com, to contact us about privacy or your personal information. customercare@qbe.com, to give feedback or pay a compliment.
Post	Customer Care, GPO Box 219, Parramatta NSW 2124

How to contact AFCA

Phone	1800 931 678 (free call)
Email	info@afca.org.au
Online	www.afca.org.au
Post	Australian Financial Complaints Authority, GPO Box 3, Melbourne VIC 3001

How to contact the OAIC

Phone	1300 363 992 Calls from mobiles, public telephones or hotel rooms may attract additional charges.
Email	enquiries@oaic.gov.au
Online	www.oaic.gov.au

Policy Wording

This Policy is underwritten by QBE Insurance (Australia) Limited ABN 78 003 191 035 AFSL 239545.

Our agreement

Your Policy is an agreement between you and us, made up of:

- This Policy Wording
- Your Policy Schedule, which sets out the cover you've chosen and any terms specific to you.

The cover under this Policy is provided during the period of insurance, once you've paid us your premium. There are also:

- Conditions and exclusions which apply to specific covers or sections;
- General exclusions, which apply to any claim you make under this Policy;
- General conditions, which set out your responsibilities under this Policy;
- Claims conditions, which set out our rights and your responsibilities when you make a claim; and
- Other terms, which set out how this Policy operates.

Excesses

You must pay any excesses which apply to your claim. The excesses which you have to pay are set out in this Policy Wording or on your Policy Schedule.

How much we'll pay

The most we'll pay for a claim is the sum insured which applies to the cover or section you're claiming under, less any excess.

Section 1 - Words with special meanings

The words and terms used throughout this Policy have special meanings set out below.

Where other words and terms are only used in one section of the Policy, we'll describe their special meaning in that section.

When we say	We mean
Accidental	any occurrence or event which arises during the transit which results in loss or damage to the goods which is unintended and could not have been expected by a person who has actual knowledge of the means of transportation of the goods.
Approved terms and conditions	any written agreement defining or limiting your legal responsibility for goods in your care, custody and control. This includes a consignment note, freight note or conditions of contract issued by you (or a principal contractor) which incorporates into the contract of carriage its standard terms and conditions (which contain and exclusion of its liability for loss of or damage to goods or livestock) as approved by us.
Conveying vehicle	any mode of transport used by you to transport the goods whether owned by you or a subcontractor.

When we say	We mean
Financial services	includes selling, arranging or offering insurance or giving financial product advice (as defined in section 766B of the Corporations Act 2001 (Cth)) on our behalf.
Goods	<p>general cargo and other property specified in the Policy Schedule while in your care, custody or control.</p> <p>This Policy does not cover (unless we have agreed and have specified it in the Policy Schedule) the transport of:</p> <ul style="list-style-type: none"> • commercial bulk consignments (dangerous goods) as defined by Government authority: <ul style="list-style-type: none"> ○ Liquid/Gas/Paste Goods in a container with a capacity exceeding 500 Litres; ○ Solids in a container in an undivided quantity exceeding 500 kg; ○ Dangerous goods transported by Intermediate bulk containers (IBCs). • specialised bulk transport of motor vehicles, heavy machinery, livestock, refrigerated/perishable goods and household & personal effects including furniture, • bloodstock, exotic birds (eg Ostriches, Emus) and stud or prize animals, • cigarettes, tobacco and tobacco products, • money, currency, notes, securities or negotiable documents, • property owned by you
Gross Freight Earnings	means the total gross revenue (a term which includes fees, charges and commissions but excludes GST) derived by you during the period of insurance for transportation services provided by you as principal, subcontractor or by subcontractors other than costs incurred in security permits, pilot and escort expenditure (where applicable).
Loading and unloading	<p>your loading or unloading of the goods as specified below:</p> <p>General Cargo:</p> <ul style="list-style-type: none"> • Loading commences when the goods are picked up inside the warehouse/premises or place of storage for loading onto the conveying vehicle and terminates when the goods have been placed on the conveying vehicle. • Unloading commences when the goods are being unloaded from the conveying vehicle and terminates when the goods are placed inside the warehouse/premises or place of storage.

When we say	We mean
	<p>Livestock:</p> <ul style="list-style-type: none"> Loading commences when the livestock proceed on to the loading ramp of the conveying vehicle from the ground or loading dock adjacent to the conveying vehicle and terminates when the livestock have been positioned on the conveying vehicle. Unloading commences when the livestock proceed on to the loading ramp and terminates when the livestock are positioned on the ground or loading dock adjacent to the conveying vehicle. <p>Motor Vehicles:</p> <ul style="list-style-type: none"> Loading commences when the motor vehicle's wheels/tracks are driven up to 500m from their parking position and on to the loading ramps of the conveying vehicle from the ground or loading dock adjacent to the conveying vehicle and terminates when the motor vehicle have been positioned on the conveying vehicle. Unloading commences from the time the motor vehicle commences to drive off the loading ramps and terminates when the motor vehicle is parked on the ground or loading dock adjacent or within 500m of the conveying vehicle. <p>Note: Where a Tilt Tray vehicle is used to convey goods, the above Motor Vehicle wording will also apply.</p> <p>Crane:</p> <ul style="list-style-type: none"> Loading commences when the goods are picked up by the crane hook from the warehouse/premises or place of storage for loading onto the conveying vehicle and terminates when the goods have been positioned on the conveying vehicle. Unloading commences when the goods are picked up by the crane hook and terminates when the goods are positioned inside warehouse/premises or place of storage.
Miscellaneous Equipment	webbing straps, tarpaulins, ropes and chains, trolleys, gates and dogs belonging to you or for which you are responsible.
Packaging	packing materials, shipping containers, flat racks, crates, pallets, or similar receptacles belonging to you or for which you are responsible.
Period of insurance	The period shown in the Policy Schedule or any renewal period, during which the insurance provided by this Policy is in force.
Personal property	Bedding, CB/UHF and scanner radios, food/drink and its containers (e.g. thermos-flasks, eskies and mobile fridges), clothing and personal accessories, footwear, mobile telephones, pagers, portable radio, radio cassette and portable compact disc players, and wallet BUT EXCLUDING money, credit

When we say	We mean
	cards, watches and jewellery.
Premium	The amount you pay for the insurance provided by this Policy, including any taxes and other government charges.
Policy Schedule	This Policy Wording and any endorsements we issue to you which amend this Policy Wording or the Policy Schedule.
Subcontractor	any person, entity or company to whom you have entrusted the transit of the goods. Where you are acting as a subcontractor to a Principal Carrier, this means you are undertaking the transit of the goods on behalf of the Principal Carrier.
Terrorism	<p>Any act(s) of any person(s) or organisation(s) involving:</p> <ul style="list-style-type: none"> (a) the causing, occasioning or threatening of harm of whatever nature and by whatever means (b) putting the public or any section of the public in fear, in circumstances in which it is reasonable to conclude that the purpose(s) of the person(s) or organisation(s) concerned are wholly or partly political, religious, ideological or similar nature. <p>'Terrorism' shall also include steps taken to prevent, suppress, control or reduce the consequences of any actual, attempted, anticipated, threatened, suspected or perceived terrorism.</p>
We, us or our	QBE Insurance (Australia) Limited, ABN 78 003 191 035.
You, your, yours	The person(s), companies or firms named on the current Policy Schedule.

Policy terms and conditions

Section 2 – This insurance contract

This Policy wording contains all of the insurance cover available under your Carriers Combined Load Policy.

No Insurance for your Customers

The cover provided by this Policy is intended to indemnify you for your responsibility for any loss or damage to goods including livestock which you are carrying in the normal course of transit. This Policy does not provide insurance cover for your customers, principals or subcontractors. We insure you if you subcontract the transportation of the goods or are acting as a subcontractor to a principal carrier. You are not authorised to provide any financial services on our behalf.

This Policy is divided into sections for:

- (A) (i) Basic Cover - available for all carriers; (Section 4)
- (i) Optional Additional Insured Events; (Section 5)
- (B) Carriers who have a freight contract for a Nominated Client or Commodity (Accidental Damage); (Section 6)
- (C) Carriers Legal Defence Cover - (Section 8)

Each of these cover options provides a different type of cover. You can select the cover options that you need in the application form you give us.

We do not automatically insure you for each type of cover. You are only insured for the cover that you requested in your application for insurance.

Your Policy Schedule shows which insurance cover options you have selected and the amounts you are covered for

We agree, subject to the terms, limitations, exclusions and conditions contained in or endorsed on or otherwise expressed in the Policy, to provide insurance as described in this Policy.

This insurance is in consideration of the insured named in the Policy Schedule:

- having paid or agreed to pay the premium to the us; and
- providing to us a written completed application.

The Policy wording, Policy Schedule (which expression includes any Policy Schedule substituted for the original Policy Schedule) and endorsements (if any) are to be read together.

Subcontractors used by you

When goods are entrusted to a subcontractor, the cover provided by this Policy applies to the subcontractor provided:

- you are fulfilling your contractual obligations as the principal contractor
- the subcontractor is carrying out work on your behalf only.

This indemnity to your subcontractors is subject to the Policy terms and conditions and no indemnity will be provided if the subcontractor is not working solely and directly under your contract and instructions.

We reserve the right of subrogation against any subcontractor not meeting these requirements or any Subcontractor separately insured under its own applicable Carriers Cargo, Transit or Carrier's Liability insurance policy.

Law and Practice

All disputes arising out of or under this Policy will be subject to determination by any court of competent jurisdiction within Australia.

Section 3 - The transit

During the period of insurance, cover commences from the time the goods are entrusted into your care at the warehouse or premises for the purposes of transportation to a destination outside the premises. The vehicle must leave the warehouse or premises within 48 hours.

The transit terminates upon:

- delivery to the position designated by the receiver at the receiver's or other designated warehouse or premises, or
- delivery to any other warehouse or premises when the goods pass out of your care to the designated receiver of the goods, or
- delivery to any other warehouse or premises for the purpose of storage not incidental to transit,

whichever first occurs.

Section 4 - Basic load cover - available for all carriers

We will indemnify you in relation to goods, including livestock, where they have sustained loss or damage which has been caused by an insured event. We will indemnify you (or any other party directed by you) irrespective of your legal liability or any terms or conditions of carriage.

The insured event must occur while in your custody or the custody of your subcontractors during the period of insurance and within the geographical limits specified in the Policy Schedule.

At your request, we may agree to defend your liability for loss or damage to goods or death of livestock, in which case we will indemnify you for reasonable legal costs. If, in our opinion, sufficient grounds do not exist to defend your liability, we will indemnify you for your customers' claim(s) against you to the extent of the cover provided by this Policy.

Insured Events

This Policy covers loss of or damage to the goods and/or death of livestock while contained in the conveying vehicle or your premises or subcontractor's premises caused by:

- fire, lightning, hail or explosion,
- flood,
- collision of the conveying vehicle except with the curb or uneven road surface,
- collision, crashing or forced landing of aircraft,
- collapse of bridges or culverts causing damage to the goods on the conveying vehicle,
- hijack or armed hold up of a vehicle,
- jack-knifing, overturning and/or derailment of the conveying vehicle,
- impact of any object which is not on or part of the vehicle with the goods or livestock,
- malicious damage to goods on the conveying vehicle.

This cover excludes impact of the road surface and allied areas with the goods or livestock unless caused by an insured event specified above.

Where goods are being transported by sea, the insured events specified above are extended to include:

- stranding, sinking, burning, grounding, collision or contact of the vessel with any object other than water;
- any General Average and or Salvage contribution that you are required to pay;
- the risks of jettison, washing overboard and loss or damage caused by a General Average Sacrifice.

Livestock

This Policy includes the risks of death or humane killing of livestock that is necessary when caused by an insured event.

Refrigerated Goods

Where refrigerated goods are specified in the schedule, cover is extended to include deterioration of the goods following an insured event specified above.

Section 5 – Basic load cover - optional additional insured events

Only when it is specified in the Policy Schedule that the Policy includes the following additional insured events, cover is extended as follows:

Additional expenses

We will, at your request and regardless of your legal liability, indemnify your Customer for losses incurred by the owner of the goods arising from consequential loss (including delay and/or loss of market), provided that the customer supplies you with documentary evidence of the loss and can demonstrate to us that such loss arose as a direct consequence of physical loss and/or physical damage to the goods while in transit and caused by:

- an insured event shown in Section 4 - Basic load cover - available for all carriers, and/or
- any optional additional insured event shown in Section 5 which we have specified in your Policy Schedule.

Claims will be settled with you subject to a limit of 20% of the limit of liability stated for Section 5 in your Policy Schedule for any one loss or series of losses caused by the one insured event.

Collapse of decks clause

This Policy extends to cover the risks of death or humane killing of livestock caused by the collapse of decks during the normal course of transit provided that:

1. the vehicle/trailer used for the transit is suitable for the size, weight and volume of the livestock being transported; and
2. the vehicle and trailer are fully registered and maintained in accordance with Government transport regulations.

Loading/Unloading - Accidental Damage Cover

This Policy extends to cover accidental loss of or damage to the goods (or injury to/death of livestock if specified in the Policy Schedule), caused during the loading or unloading of the goods as defined in section 1.

Note this option is not available for Household & Personal Effects Carriers (Removalists).

Rain water damage

This Policy extends to cover you for accidental loss of or damage to goods caused by the goods being wetted by rainwater provided that:

- this Policy does not cover the goods during any period of incidental storage in any warehouse or other building
- the vehicle and equipment used for the transit is suitable for the safe carriage of the goods
- you take all reasonable steps to ensure that the goods are securely and adequately packed on the conveying vehicle.

This extension is subject to an excess of \$500 for any one loss or series of losses caused by the one insured event.

Mismanagement / failure of refrigerating machinery

This Policy extends to cover loss damage or deterioration of refrigerated goods due to variation in temperature caused by:

- accidental failure, breakdown, stoppage or malfunction of the refrigerating machinery;
- mismanagement of the refrigerating machinery by you or your subcontractors; or
- disruption of the airflow within the carrying vehicle or container caused by mismanagement of the interior bulkheads by you or your subcontractors;

resulting in variation in temperature outside of the required range for more than 4 hours, unless a different period is specified in the Policy Schedule.

If required by us you will provide evidence that the refrigeration machinery has been properly maintained.

Shedding of load

This Policy extends to cover you for accidental loss of or damage to goods caused by the goods falling from your vehicle during the normal course of transit provided that:

- the vehicle used for the transit is suitable for the size, weight and volume of the goods being transported;
- you take all reasonable steps to ensure that the goods are securely and adequately packed on the vehicle.

This extension is subject to an excess of \$750 for any one loss or series of losses caused by the one insured event.

Theft and Non-Delivery

This Policy extends to cover theft, which term includes hijack and armed hold up, pilferage or non-delivery of goods.

If the trailer used to transport the goods is detached from the conveying vehicle and cannot be secured in a fenced and gated compound, theft cover will be only provided where the trailer is fitted with Kingpin locks or other similar security/immobilising devices.

Section 6 – Nominated client or commodity cover

We will indemnify you or any other party directed by you in relation to goods in the course of transit by you where you accept responsibility for loss of or damage caused by an insured event for:

- nominated client(s);
- nominated principal carrier (s); or
- for a commodity that has been declared and agreed to by us, as shown in the Policy Schedule.

The insured event must occur during the Period of Insurance and geographical limits specified in the Policy Schedule.

Insured Events

1. Non-refrigerated goods

This Policy covers accidental loss of or damage to the goods during transit and loss or damage caused by the deliberate act of a third party, subject to the Policy exclusions and general conditions listed in sections 10 and 11.

2. Refrigerated goods

This Policy covers accidental loss of or damage to the goods and loss or damage caused by the deliberate act of a third party but excluding deterioration unless caused by variation in temperature following:

- (i) accidental failure, breakdown, stoppage or malfunction of the refrigerating machinery, and/or
- (ii) mismanagement of the refrigerating machinery by you or your subcontractors, and/or
- (iii) disruption of the airflow within the carrying vehicle or container caused by mismanagement of the interior bulkheads by you or your subcontractors,

resulting in variation in temperature outside of the required range for a period of not less than 4 hours unless a different period is specified in the Policy Schedule.

If required by us you will provide evidence that the refrigeration machinery has been properly maintained.

3. Livestock

This Policy covers death of animals caused by accident or natural causes during transit, subject to the exclusions and general conditions listed in sections 10 and 11 and provided that the animals are:

- in a good state of health prior to loading, and
- fit for travel.

Cover includes the risks of death or humane killing of livestock that is necessary following an insured event.

4. Additional expenses

We will, at your request and regardless of your legal liability, indemnify your Customer for losses incurred by the owner of the goods arising from consequential loss (including delay and/or loss of market), provided that the customer supplies you with documentary evidence of the loss and can demonstrate to us that such loss arose as a direct consequence of physical loss and/or physical damage to the goods while in transit.

Claims will be settled with you subject to a limit 20% of the limit of liability stated in the Policy Schedule for any one loss or series of losses caused by the one insured event.

Section 7 – Basic load cover & nominated clients - additional benefits

The following additional benefits are payable if Section 4 (Basic Cover) and/or Section 6 (Nominated Client or Nominated Commodity Cover) is specified in the Policy Schedule:

Onforwarding Clause

We will pay all reasonable costs necessarily incurred in unloading, storing and forwarding the goods (excluding commercial bulk consignments of dangerous goods) by road to the original destination in Australia when caused by an insured event.

Subject to a limit of \$50,000 in total for any one loss or series of losses caused by the one event, unless otherwise specified in the Policy Schedule.

Livestock risks

Where livestock have been included in the goods insured specified in the Policy Schedule, the following additional benefits will apply:

Agistment expenses

This Policy covers all reasonable costs and expenses necessarily incurred in maintaining the animals at agistment when caused by an insured event.

Subject to a limit of \$1,000 per animal and \$25,000 in aggregate for any one loss or series of losses caused by the one event, unless otherwise specified in the Policy Schedule.

Mustering costs

This Policy covers all reasonable costs and expenses necessarily incurred for mustering of the animals at the scene of the accident when caused by an insured event.

Subject to a limit of \$1,000 per animal to a maximum of \$25,000 in total for any one loss or series of losses arising from one event, unless otherwise specified in the Policy Schedule.

Wandering off clause

This Policy covers loss of animals due to "wandering off" from the scene of the accident caused by an insured event.

Subject to a limit of \$25,000 for any one loss or series of losses arising from one event, unless otherwise specified in the Policy Schedule.

Section 8 (a) – Legal defence cover - carriers using approved terms and conditions (consignment note) and acting as a principal contractor

The cover provided by this section applies to transits:

- (a) where the consignor/owner accepts and signs your approved terms and conditions and they apply to the transit, or
- (b) where by mistake, your approved terms and conditions were not accepted and signed by the consignor/owner of the goods.

We will indemnify you for all sums that you become legally liable to pay under the terms of your approved terms and conditions for:

- (c) compensation for physical loss of or damage to goods or death of livestock entrusted to your care,
- (d) delay, loss of market or consequential loss that is caused solely by the loss of or damage to the goods or death of livestock.

The insured event must occur during the period of insurance and geographical limits specified in the Policy Schedule.

Your cover may be reduced where:

- (e) you intentionally choose not to use the approved terms and conditions,
- (f) your changing or waiver of the approved terms and conditions increases your liability and you have not obtained our approval of the changes or waiver.

In these circumstances we will reduce our liability to that which would have applied had your approved terms and conditions been incorporated into the contract of carriage.

Additional benefits

The following Additional benefits will apply:

Errors & Omissions

We will indemnify you for all amounts that you become legally liable to pay by way of compensation under the terms and conditions of any Approved Terms and Conditions for financial loss incurred by the owner of the goods arising from:

- (a) delay in performing your contractual obligations, except where the delay is caused or contributed to by your customer's instructions;
- (b) delivery of goods to the wrong party and/or the wrong destination; and
- (c) physical loss of and/or physical damage to goods to the extent that your liability is incurred or increased by an incorrect statement or omission in any contract of carriage or handling documentation, arising from an occurrence during the period of insurance specified in the Policy.

We will indemnify your customer under Section 8 up to a limit of \$100,000 arising from one event (but not exceeding \$200,000 in the aggregate during the period of insurance specified in the Policy).

This benefit does not apply to subcontractors.

Penalties

We will indemnify you against any penalty resulting from a claim by a regulatory authority that otherwise would be excluded by reason of exclusion 10 (fines, penalties, and/or liquidated damages) where the claim is first made on you and notified in writing to us in the period of insurance.

However, we will not be liable to indemnify you in respect of any penalty arising directly or indirectly from or which is based upon, attributable to, or in consequence of any:

- (a) dishonest, wilful, intentional or deliberate wrongful act; or
- (b) wilful, intentional or deliberate failure to comply with any lawful notice, direction, enforcement action or proceeding under any Act; or
- (c) your gross negligence or recklessness; or
- (d) requirement to pay taxes, rates, duties, levies, charges, fees or any other revenue or impost; or
- (e) breach of sections 182 or 183 of the Corporations Act and any amendment, consolidation or re-enactment of any of these sections.
- (f) fines or penalties imposed arising directly from the driving or parking of a vehicle.

We will also not be liable for fines or penalties uninsurable under any law.

Our aggregate liability for all claims under this extension will not exceed \$250,000 provided you shall be liable for the first \$1,000 of any penalty.

This benefit does not apply to subcontractors.

Section 8 (b) Legal defence cover - when acting as a subcontractor

When you act as a subcontractor, this Policy is extended cover you for all sums that you shall become legally liable to pay for compensation in accordance with Section 8 (a) provided that:

- (a) you have contracted with your principal carrier under any Approved Carriage Conditions and your principal carrier has bound the owner, consignor, shipper, consignee, receiver of the Goods and/or the party who brings a claim against you, to the Approved Terms and Conditions, or
- (b) the principal carrier has contracted with the owner, consignor, shipper, consignee, receiver of the Goods and/or the party who brings a claim against you pursuant to the terms and conditions that:
 - (i) contain at least the same level of immunity, indemnity, protection, limitation and defence as provided by the Approved Terms and Conditions; and
 - (ii) include a provision that extends the benefits of the principal's contract of carriage conditions to the principal's subcontractors, servants or agents.

If the above contractual arrangements do not apply, we will provide cover for all sums that you shall become legally liable to pay for compensation for loss of or damage to goods entrusted to your care caused by the insured events detailed specified by us in your Policy Schedule under either Section 4 – Basic Cover (including any optional extensions in Section 5 we have specified in your Policy Schedule) or Section 6 – Nominated Client or Commodity cover.

Section 9 – Additional features - applicable to all sections

Accumulation

In the event of accumulation of goods during transport or transshipment beyond the limits of liability due to interruption of transit and or other circumstances beyond your control, the limits of liability shown in the Policy Schedule will not apply provided that the accumulation of the goods beyond such limits is outside your control and you give us immediate notice as soon as the circumstances are known to you.

The most we will pay under this clause is limited to double the limits of liability shown in the Policy Schedule for each and every loss or occurrence or series of losses or occurrences arising out of the same event or \$10,000,000 whichever is the lesser.

Acquired Companies

This Policy extends to include any company, subsidiary company or firm formed or purchased by you during the period of insurance provided that:

- you hold a controlling interest or have agreed to accept responsibility for insurance;
- you advise us of the existence of the company or firm not later than 30 days from the date of signing the purchase contract or date of formation;
- you declare to us the estimated gross freight earnings, type of goods carried and past claims history; and
- you agree to the additional conditions and premium required by us.

General Average and Salvage contribution

This Policy is extended to cover your legal liability to pay any General Average and/or salvage contributions in relation to any transit by sea and pursuant to the terms and conditions of a bill of lading or similar sea carriage document caused by an insured event during transit and while the goods are in your care custody or control, subject to the subject to the limit of liability specified in the Policy Schedule.

Miscellaneous Equipment

This Policy is extended to cover loss of or damage to miscellaneous equipment while carried in your vehicle caused by the following insured events:

- fire,
- flood,
- collision of the conveying vehicle except with the curb or uneven road surface,
- jack-knifing, overturning of the conveying vehicle,
- theft following forcible and violent entry into a secured locked vehicle.

Subject to a limit of \$25,000 for any one loss or series of losses caused by the one event, unless otherwise specified in the Policy Schedule and provided the costs are not recoverable under any other policy of insurance.

Packaging

This Policy covers your legal liability for loss of or damage to packaging while carried in transit caused by an insured event. Subject to a limit of \$50,000 for any one loss or series of losses caused by the one event, unless otherwise specified in the Policy Schedule and provided the costs are not recoverable under any other policy of insurance.

Personal property

This Policy covers loss of or damage to the personal property, owned by you or for which you are legally responsible, including that of your employee(s) caused by fire, flood, collision and/or overturning of the conveying vehicle, including theft following forcible and violent entry into your securely locked vehicle, provided these losses are not recoverable under any other policy of insurance. The most we will pay is a limit of \$1,000 for any one loss or series of losses caused by the one insured event.

Removal of Debris/Clean-up Costs

We will pay all reasonable costs and expenses incurred in removing and disposing/cleaning-up of the accident site of damaged goods caused by an insured event, subject to a limit of \$50,000 for any one loss or series of losses caused by the one event.

Resecuring

This Policy is extended to cover you for any liability that you incur as a result of all reasonable costs and expenses incurred in resecuring the goods where there has been movement of the goods in transit, which makes resecuring necessary, even though there may be no claim resulting from the incident.

Subject to a limit of \$5,000 any one incident, unless otherwise specified in the Policy Schedule.

General exclusions

Section 10 – Policy exclusions - applicable to all sections

These general exclusions apply to all sections of this Policy.

This Policy excludes loss, damage, destruction, death, injury, illness, liability, cost or expense of any nature directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with any of the following, regardless of any other cause or event contributing concurrently or in any other sequence to the loss:

Radioactive contamination

- ionising radiations from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel,
- the radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof,
- any weapon or device employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter,
- the radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter. The exclusion in this sub-clause does not extend to radioactive
- isotopes, other than nuclear fuel, when such isotopes are being prepared, carried, stored, or used for commercial, agricultural, medical, scientific or other similar peaceful purposes,
- any chemical, biological, biochemical, or electromagnetic weapon.

Additional exclusions

The exclusions set out in this section apply to all sections including cover options of this Policy.

This Policy does not cover any loss, damage or liability:

1. to property other than the goods specified in this Policy,
2. to goods carried in a vehicle which is unsafe or unroadworthy unless that condition of the vehicle could not reasonably have been detected by you or it did not contribute to the loss,
3. to goods when the vehicle is carrying a load in excess of that for which it was designed unless the overloading could not reasonably have been detected by you,
4. to goods when the vehicle is being driven by a driver who is not licensed under the applicable law to drive the vehicle unless you did not know and could not reasonably have known that the driver was unlicensed (unless you did not know or would not reasonably have known that the vehicle was unlicensed),
5. to goods when the vehicle is being driven by a person whose faculties are impaired by a drug or intoxicating liquor or who has a concentration of alcohol in his or her blood in excess of that permitted by law for a driver of a motor vehicle unless you did not know and could not reasonably have known that the driver was so affected.

This exclusion will not apply to the extent that there are any statutory provisions to the contrary,

6. to goods out of any wilful act or acts committed by you or someone with your knowledge or connivance,
7. to goods as a result of reduction in value of goods due to repairs,
8. to goods as a result of electronic, electrical or mechanical failure unless there is visible external physical damage which occurred during transit caused by an insured event,
9. to goods directly or indirectly caused by war, acts of war (whether war be declared or not), rebellion, revolution, nationalisation, requisition, destruction or damage by or by the order of any government, public authority or local authority,
10. fines, penalties, and/or liquidated damages (except as provided for in section 8a),
11. from aggravated, exemplary or punitive damages,
12. from ordinary leakage, ordinary loss in weight or volume, or ordinary wear and tear of the goods,
13. from insufficiency or unsuitability of packing or preparation of the goods ("packing" shall include stowage, or restraint of the goods on your vehicle) except for the cover provided under the Mismanagement / failure of refrigerating machinery extension (detailed in Section 5) and the Refrigerated Goods cover (detailed in Section 6);
14. from inherent vice or nature of the goods (except for refrigerated goods due to variation in temperature as provided in Sections 4, 5 & 6),
15. to animals caused by inoculation and/or its after effects, infectious diseases, rejection, abortion, loss/death of foetus, loss of use or delay,
16. from the failure of the you or your servants to take all reasonable precautions to ensure that the goods are kept in refrigerated, or, where appropriate, properly insulated and cooled space (for refrigerated goods),
17. to property (except for the insured goods) caused by the operation of a lifting device,

18. where dangerous goods, irrespective of the quantities, are not being carried in accordance with the requirements of The Australian Code for the Transport of Dangerous Goods by Road and Rail,

19. to refrigerated goods caused by the failure of your refrigeration equipment which has not been regularly serviced and maintained.

In addition, the following clause shall be paramount and shall override anything else contained in this insurance.

Notwithstanding any provision to the contrary contained in this Policy or the clauses referred to within this Policy, it is agreed that in so far as this Policy covers loss of or damage to the goods caused by terrorism or any terrorist or any person acting from a political motive, such cover is conditional upon the goods being in the ordinary course of transit and, in any event, shall terminate either:

- (a) as per the Section 3 – The transit, or
- (b) on delivery to any other warehouse or place of storage, whether prior to or at the intended destination, which you elect to use either for storage other than in the ordinary course of transit or for allocation or distribution, whichever shall first occur.

For the purpose of this Policy, "terrorism" means any act(s) of any person(s) or organisation(s) involving:

- the causing, occasioning or threatening of harm of whatever nature and by whatever means, and/or
- putting the public or any section of the public in fear, in circumstances in which it is reasonable to conclude that the purpose(s) of the person(s) or organisation(s) concerned are wholly or partly political, religious, ideological or similar nature.

Sanctions limitation and exclusion clause

You're not insured under any section of this Policy where a claim payment breaches any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of Australia, the European Union, United Kingdom or United States of America, or any local autonomous sanctions.

General conditions

There are conditions set out in this General conditions section, in the Claims section and under each particular cover and section. If any of these conditions aren't met, we may refuse a claim, reduce the amount we pay or in some circumstances we may cancel your Policy. When making a claim, you must have met and then continue to comply with the conditions of your Policy. Any person covered by your Policy, or claiming under it, must also comply with these conditions.

If you, or someone covered under your Policy, don't meet these conditions or make a fraudulent claim we may:

- Refuse to pay your claim or reduce what we pay for your claim
- Cancel your Policy.

The cover provided by this Policy is subject to the following additional conditions.

We are liable to you for loss or damage covered by this Policy whether assumed by you or for which you are legally liable. This liability does not create an interest in this Policy on behalf of any person in relation to any loss or damage for which you have accepted liability under this Policy. You, not us, are responsible for any liability that you have accepted that is caused by an insured event or any other event that has caused you to be liable during the course of transit of goods by you.

You may not represent to any person that you are able to arrange insurance cover under this Policy or otherwise on behalf of us. If you make any such representation we may refuse to pay a claim and treat the Policy as never having been affected.

Authorisation

We may give to and obtain from any other insurers, any insurance reference bureaus and any credit reporting agencies any information relating to your credit or insurance history, as well as insurance claims information obtained during the course of this contract.

Due care

At all times, you must take appropriate care in:

- the handling, moving and storing of goods in your care, custody or control, and
- issuing the Approved Terms and Conditions (where applicable).

Premium calculation

Premium calculation of this Policy will be on the basis as agreed at Policy inception and detailed in the Policy Schedule.

This will either be:

- (c) Adjustable on Actual Gross Freight Earnings or
- (d) Adjustable on the Number of Operating Vehicles.
(Available only for Section 4).

Premium Adjustment

As agreed on inception and specified in the Policy Schedule:

(a) Adjustable on Actual Gross Freight Earnings:

1. If the Policy Schedule shows a deposit premium (freight earnings), the deposit premium is calculated at the commencement of each period of insurance based on estimated gross freight earnings provided by you.
2. You are required to declare to us your actual gross freight earnings within two months of the end of a period of insurance and we may require actual gross freight earnings to be verified by an auditor appointed by us.
3. We will pay the cost of the audit but you may have to reimburse us this cost if the actual gross freight earnings declared have been understated. You agree to supply all necessary information and assistance to the auditor.
4. The premium payable is calculated on the actual gross freight earnings during the period of insurance being adjusted at the agreed rate(s).
5. The difference between the premium for the actual gross freight earnings and the deposit premium will be paid by or refunded to you but always subject to a minimum of 75% of the deposit premium being retained by us.
6. For the purpose of the premium calculation, gross freight earnings means the total gross income (net of GST) derived by you during the period of insurance out of the carriage of goods by you as principal, sub contractor or through subcontractors without deduction of any cost other than costs incurred in securing permits and Pilot & Escort expenditure (where applicable) necessary to enable the insured transit.
7. If your deposit premium is less than \$1,000 and the variance between estimated and actual figures is less than 10% then we will waive the amount calculated as owing by you.

(b) Adjustable on the number of operating vehicles (Section 4 only)

8. If the Policy Schedule shows a deposit premium (vehicles), the deposit premium is calculated at the commencement of each period of insurance based on the number of vehicles declared by you.
9. You must advise us during each period of insurance details of any additional or replacement vehicles within 14 days of purchase.
10. You are required to declare to us the actual number of vehicles operated by you at the end of the period of insurance within one month of expiry of the Policy period.
11. The premium payable for the insurance is calculated on the number of vehicles operated by you during the period of insurance being adjusted with the agreed flat premium per vehicle.
12. The deposit premium is based on the number of vehicles at the beginning of the period and is adjusted on the basis of 50% of the difference between the number of operating vehicles at the end of the period of insurance compared to the number of operating vehicles at the beginning of the period of insurance and the difference will be paid by or refunded to you.

Assistance and co-operation

At all times when you deal with us you must:

- Provide us with all reasonable assistance we may need
- Be truthful and frank
- Not behave in a way that's abusive, dangerous, hostile, improper or threatening
- Co-operate fully with us, even after we've paid a claim.

Care and maintenance

You must take reasonable care to prevent loss or damage. We won't pay for loss or damage or your liability to which your failure to take reasonable care is a contributing factor. At all times, you must:

- Prevent damage to goods insured, as well as to others and their property.
- Minimise the cost of any claim under your Policy.
- Comply with all laws.

Changes to your circumstances

You must tell us as soon as possible if circumstances occur, or if changes or alterations are intended or made which increase the risk of loss, damage or injury.

Examples include:

- The type of goods
- The method of transporting or packing your goods;
- The place of storage, pick up or destination addresses;
- The people who are insured under this policy.

Other interests

You must not transfer any interests in your Policy without our written consent.

Any person whose interests you've told us about and we've noted on your Policy Schedule is bound by the terms of your Policy.

Other party's interests

You must tell us of the interest of all parties (eg financiers, lessors or owners) who'll be covered by your Policy. We'll protect their interests only if you've told us about them and we've noted them on your Policy Schedule.

Claims

This section describes what you must do, as well as conditions that apply when you make a claim and at the time loss or damage occurs which is likely to give rise to a claim.

When you are notified of an event which may result in a claim on this Policy, there are certain procedures you and your subcontractors must follow.

You must take the following steps:

1. Immediate action

- Take all reasonable measures to avoid or minimise any loss, damage or liability (the reasonable and necessary cost of doing this will be payable by us).
- If theft is covered by this Policy, inform the police as soon as possible after the theft is discovered.

2. Notification

- You must inform us of the event as soon as possible. We will not accept notification from any other person including any client nominated under clause 6.
- Submit to us full written particulars as soon as possible.
- Send to us all correspondence and documents relating to the event.
- Reject any claim made against you and deny any liability in writing in accordance with the terms and conditions of the consignment note (where you have not accepted responsibility) and advise us immediately.
- Provide or arrange for us to be provided with invoices, statements and other documents evidencing the amount of the loss.

3. What should not be done

- Do not admit liability.
- Do not repair or replace any goods until you have our approval.
- Do not dispose of the damaged goods without our approval.

4. When someone else may be liable

- When someone else may be liable to you for the loss, damage or liability, you must:
 - not agree to release that person from liability,
 - hold that person liable by delivering a notice of intention to claim,
 - inform us of the circumstances and let us have a copy of all relevant documents.
- We may exercise all your legal rights relating to the loss or damage. We may prosecute or defend any legal proceedings in your name and use our discretion in the exercise of your (or their) legal rights.

How much we pay

Amount payable - for goods where you accept responsibility

The amount payable, at our option, will be either:

Goods

- the cost of repairing or reinstating the goods to a condition equal to but no better or more extensive than its condition immediately prior to the loss or damage, or
- the invoice value of the goods whilst in transit, or
- if there is no invoice value, the cost of replacing the goods with similar goods of the same age and condition, or as near as possible to that age and condition, (i.e unless the goods were new, an amount for depreciation and wear and tear will be deducted from the claim).

This amount will be subject to the limit of liability specified in the Policy Schedule.

Livestock

- the net invoice value covering the livestock whilst in transit, or if there is no invoice value, the cost of replacing the livestock with similar livestock of the same age and condition or as near as possible to that age and condition.

This amount will be subject to the limit of liability specified in the Policy Schedule

Packaging (Shipping containers)

- the cost of repair or replacement (as required by the hand-over agreement or similar document) up to a limit of \$50,000 for any one loss or series of losses caused by the one event.

Amount payable-legal defence

The amount payable for your legal liability for loss of or damage to all other goods for which you have not accepted responsibility caused by an insured event, will be either:

- the actual liability incurred; or
- the limit of liability specified in the Policy Schedule, whichever is the lesser amount.

In addition, we will pay all legal costs and legal expenses incurred by you with our consent or recoverable from you in connection with an insured event.

Brands / labels

In the event of loss or damage of goods bearing embossed or indented brands or labels or other permanent markings identifying your customer as the manufacturer or supplier, or exclusive and/or secret formula that may be involved, the goods may be retained by your customer to dispose of as they see fit provided a reasonable allowance is agreed for the value of the damaged and undamaged goods.

Where only the labels of the goods are affected by the insured event, the amount payable by us is limited to the reasonable cost of reconditioning and relabelling, subject to our liability not exceeding the value of the goods.

Pairs & Sets Clause

Where any item is part of a pair or set, we will only pay for the part of the pair or set which is lost or destroyed even if it can not be replaced with a matching item. The insured value of the goods shall be regarded as spread over the whole of the pair or set, divided in the proportions that it would cost to replace all the items making up the pair or set.

Limit of liability

Our liability is limited to the amount specified in the Policy Schedule for any one accident or series of accidents caused by the one event (excluding applicable additional benefits specified in Section 7).

In addition, we will pay all legal costs and expenses incurred by you with our consent or recoverable from you in connection with an insured event.

We will not be liable for any legal costs or expenses incurred by the nominated client which it is liable to pay as a result of loss or damage to the nominated client's goods.

Excess

The amount specified in the Policy Schedule as the excess will be deducted from each and every loss.

Unless otherwise stated in the Policy Schedule, no excess will apply to the insured events detailed in section 4 (except hail damage claims).

Miscellaneous claims conditions

(a) Automatic Reinstatement

When an amount is paid under this Policy, the limit of liability is automatically reinstated to the amount specified in the Policy Schedule, subject to payment of an additional premium (where applicable).

(b) Fraudulent claims

If any claim is fraudulent or false in any respect, to the extent permitted by law, we may refuse to pay the whole or part of the claim.

In the case of a fraudulent claim, we are entitled to cancel this Policy.

(c) Payees

Amounts payable under this Policy will only be paid to you or any other party directed by you and will discharge our liability under the policy for the loss.

Contribution & other insurance

You must notify us of any other insurance which will or may, whether in whole or in part, cover any loss insured under your Policy.

If at the time of any loss, damage or liability there's any other insurance (whether effected by you or by any other person) which covers the same loss, damage or liability you must provide us with any reasonable assistance we require to make a claim for contribution from any other insurer(s).

GST

If you're a business you must tell us if you're registered, or are required to be registered, for GST. When you do this, we need you to give us:

- Your ABN
- The percentage of any input tax credit you will claim, or will be entitled to claim, on your premium.

When we pay a claim, your GST status will determine the amount we pay you. Your claim settlement amount will be adjusted to allow for any ITC entitlement.

Unless we say otherwise, all amounts in your Policy are inclusive of GST. There may be other taxation implications affecting you, depending upon your own circumstances. We recommend you seek professional advice.

Preventing our right of recovery

If you've agreed not to seek compensation from any person liable to compensate you for loss, damage or liability covered by your Policy, we won't cover you for that loss, damage or liability.

Salvage

We're entitled to obtain and retain any items or materials salvaged or recovered after you make, and we agree, to pay a claim by replacing or paying to replace any items or materials. We may sell the items or materials and keep the proceeds. We may choose to sell the items or materials to you, provided you agree to pay market price.

Subrogation, recovery action & uninsured loss

We may at any time, at our expense and in your name, use all legal means available to you of securing reimbursement for loss or damage arising under your Policy. In the event we do so, you agree to give all reasonable assistance for that purpose.

If you've suffered loss that wasn't covered by your Policy as a result of the incident, we may offer to attempt to recover this. You may also specifically ask us to recover this for you. You'll need to give us documents supporting your loss. Before we include any uninsured loss in the recovery action we'll also ask you to agree to the basis on which we'll handle your recovery action. You may need to contribute to legal costs in some circumstances.

Other terms

These other terms apply to how your Policy operates.

Cancelling your Policy

You can cancel your Policy at any time by telling us. If there are other people named as insured on your Policy, we only need a request to cancel it from one of you.

We may cancel your Policy in any of the circumstances permitted by law (eg failure to pay the premium by the due date) by informing you in writing.

We'll give you notice in person or send it to your address (including an electronic address) last known to us.

If you've paid your premium in advance, we'll refund you the proportion of the premium for the remaining period of insurance, less any administration fees.

Changing your Policy

Changes to this Policy only become effective when we agree to them and send you a new Policy Schedule detailing the change.

Joint and co-insureds

If more than one person is insured under your Policy, we'll treat a statement, act, omission, claim, request or direction by that person as having been made by all insured.

We only need a request from one person insured to cancel or change your Policy.

Notices

Any notice we give you will be in writing, and will be effective once it's delivered to you personally or to your last known address (including when it's an electronic one).

It's important for you to tell us of any change of address as soon as possible.

