

Parcel Insurance

Insurance Production Information Document

Company: Arch Insurance (UK) Limited

Product: Anansi Parcel Policy

The policy is underwritten by Arch Insurance (UK) Limited. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. FCA Registered Number 229887

This document provides a summary of cover only and does not contain the full terms and conditions of the cover which can be found in the policy wording and schedule. It is important that you read all these documents carefully.

What is this type of insurance?

This insurance provides protection for your parcel deliveries against loss as a result of damage or loss of the parcels insured under your policy during the period of cover.



What is insured?

Loss of a Parcel

✓ Up to £25,000, (per parcel) for Insured parcels that are deemed lost i.e. at least 5 days after the scheduled delivery date.

✓ Damage of a Parcel

Up to £25,000 (per parcel) for Insured parcels that are damaged whilst in transit with the courier.



What is not insured?

✗ Loss or Damage of a Parcel containing

- Aerosols
- Soft or alcoholic drinks
- Ammunition
- Batteries (unless the batteries are already included with the delivered object and are therefore in the same package as the object)
- Cash
- Clinical and/or medical waste
- Corrosive materials
- Environmental waste
- Explosives
- Flammable substances
- Fur
- Gases
- Jewellery
- Perishable goods
- Precious metals
- Radioactive materials and samples
- Solvent based-paints
- Tobacco
- Wood varnishes
- Works of art

Or any items listed as prohibited or restricted under the Courier's terms and conditions.

✗ Loss or Damage of a Parcel containing illegal or controlled substances, including but not limited to, firearms and drugs/ narcotics.

✗ Loss caused by the confiscation of a Parcel by any Authority.

✗ Loss or Damage of a Parcel due to issues with any computer, system, software, network connection or other electronic system of the Insured or Courier this includes due to a cyber-attack.

✗ Delay claims of any type.



Are there any restrictions on cover?

! You must be a registered business in the United Kingdom to take out this insurance product.

! For the purpose of this policy Damage and Loss cannot occur in respect of the same parcel.

! Damage claims must be notified within 7 days of receipt from the Delivery Date.



Where am I covered?

- ✓ The cover provided by this insurance applies to businesses located in England, Wales, Scotland, the Channel Islands, the Isle of Man and Northern Ireland.



What are my obligations?

- You must comply with the terms and conditions of the policy.
- You must be purchasing this policy to protect business and not for speculation.
- You must take care when answering any questions we ask by ensuring that all information you provide is accurate and complete.
- If there is any material change to the parcels insured or your business, you must give notice to us within 14 business days of you becoming aware of that change
- If requested, you must provide any reasonable written evidence that we may request in relation to the parcels insured.
- You must pay the full amount of premium calculated for insurance cover.



When and how do I pay?

Premium payments are processed monthly on the 1st of the month and you will have 7 days to settle your balance.

Premium payments are dependent on the value of your parcel shipment. You can find an easy to use calculator on the Anansi Website to help you identify your coverage. The starting cost is 1.5% of cart value for transit within the UK, and 1.8% of the cart value for transit from the UK to International.



When does the cover start and end?

The contract starts on the day you agree to the terms and continues until the date on which the schedule/insurance is replaced or cancelled. You are covered for individual parcel shipments according to the range of the cart values you selected up to £25,000, for any one parcel.



How do I cancel the contract?

You can change the range of the cart values at any time.

You can cancel your cover by giving 14 days written notice via cancellations@withanasi.com.



How do I claim?

We use tracking data and data gathered from Partners and other 3rd parties to identify claims for Loss. For Damage claims you will need to submit these to us via the Anansi claims portal or claims@withanansi.com

Important Information

Statement of demands and needs

The insurance product meets the demands and needs of businesses who require to protect shipments they are sending within and outside of the UK. This statement does not constitute advice or a personal recommendation.

How to make a complaint?

If your complaint concerns the sale or administration of your Policy or the management of a claim please contact the Risk & Compliance Team at Anansi:

Email: complaints@withanansi.com
Address: 153 Fenchurch Street, London, EC3M 6BB

Anansi will try to resolve the matter to your satisfaction. However, if you are not satisfied with Anansi's response, you can also contact the Insurer directly at:

Email: complaints@archinsurance.com
Address: 60 Great Tower St, 5th Floor, London, EC3R 5AZ

In addition, if your complaint is about the Insurer, you can contact the Insurer directly.

Financial Ombudsman Service

If you remain dissatisfied after receiving our final response to your complaint, you may have the right to refer your complaint to the Financial Ombudsman Service, free of charge – but you must do so within six months of receiving our response. If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. The Ombudsman is an independent organisation and will review your case. Their address is: The Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London, E14 9SR. Phone: 0800 023 4567 if calling from a landline or 0300 123 9123 if calling from a mobile. You can visit the Financial Ombudsman Service website at www.fos.org.uk. If you take any of the action mentioned above, it will not affect your right to take legal action.

The Financial Services Compensation Scheme (FSCS)

We are covered by the UK Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the FSCS if we cannot meet our obligations. Insurance advising and arranging is covered at 90% of the claim, without any upper limit.