



Tailored global insurance services  
designed to meet your needs



# A broad range of cost-effective cargo insurance services to ensure peace of mind

As the world's leading provider of logistics solutions, we see the myriad of risks involved with bringing your goods to market every day. That drives DHL Danzas Air & Ocean to tailor Insurance programs designed to protect both your products and your income statement, whether you are selling or buying in Kansas or Kazakhstan.

The most important thing a shipper needs to know about cargo insurance is that it is essential. Why? Because transportation industry trade practice generally limits a carrier's liability in the event of loss or damage — in some circumstances, carrier liability can be excluded altogether.

In situations where carrier liability is applicable, specific limitations apply, such as per-pound limitations for domestic and international air freight or a per-package limitation for ocean freight. Thus, total carrier liability in the case of lost or damaged cargo can bear little or no relationship to the actual value of a given shipment.

Having cargo insurance protects your investment and gives you control over cost, coverage and service. Most importantly, it gives you the peace of mind of knowing that your working capital will keep on working, even in a loss or damage situation.

DHL Danzas Air & Ocean's Global Insurance Services offer a broad range of insurance programs for our North American customers, including all risk coverage for ocean, air, ground, warehousing, and heavy industrial projects. Strikes, riots, civil unrest, war, and general average coverage will also be covered in every quote. We make the insurance policy easy to understand,

the rating simple, and take the mystery out of claims handling.

By insuring with DHL Danzas Air & Ocean, you can eliminate the administrative burden of insurance declarations from your daily operations. Our local claims handling center will process your claim, no matter where in the world the shipment occurred, giving you control of the service and communication. Claims decisions will be made within 30 days of receiving a fully documented claim.

With our worldwide buying power, we offer competitive pricing for every company — from startups to Fortune 100 corporations.

## **A strong focus on risk management and loss prevention**

We know that the best insurance program is one that prevents a loss from happening in the first place. A claim is not just a direct financial loss, but can turn into production delays or empty shelf space. By continually emphasizing both risk management and loss prevention, DHL Danzas Air & Ocean is able to maintain a handling record that is virtually unmatched in the industry. Value-added services such as risk man-

agement reviews, packaging and labeling recommendations, loading surveys and routing evaluations help to minimize the likelihood of loss or damage.

Sometimes, however, even the most carefully developed plans cannot anticipate every situation. In the event of a loss, our insurance carrier has surveyors available for responsive and complete inspections throughout the world. Our claims handling unit is always ready to make quick, fair and complete settlements to protect your investments when the unexpected happens.

## **A Cost-Effective and Convenient Solution**

DHL Danzas Air & Ocean annually insures billions of dollars worth of cargo worldwide. This gives us tremendous buying power and the ability to obtain more favorable pricing than most shippers could command on their own. We offer you the benefit of sound underwriters with representation in over 150 countries, unparalleled flexibility, and the ability to quickly place coverage in difficult or unusual situations.

DHL Danzas Air & Ocean cargo insurance is not only competitively priced, but also incredibly easy to purchase. You can simply request insurance when arranging for a pickup, and then check the insur-

ance box on your house air waybill or shipper's letter of instruction. We'll take care of the rest.

### **Put Our Leadership to Work For You**

As the world's leading provider of logistics solutions, DHL Danzas Air & Ocean is your best source for cargo insurance services.

We can insure your cargo on a per-shipment basis, or provide insurance solutions for your entire cargo program. With our strong emphasis on risk management and loss prevention, and our worldwide buying power, DHL Danzas Air & Ocean's leadership in cargo insurance, as in worldwide logistics, can benefit you.

### **Service Highlights**

- Broad all risk coverage
- Competitive rates
- Zero or variable deductibles
- No deposit premiums
- Central claims service
- Constant loss prevention

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DHL is the world's leading express and logistics company offering customers innovative and customized solutions from a single source. With global expertise in solutions, express, air and ocean freight and overland transport, DHL combines worldwide coverage with an in-depth understanding of local markets. DHL's harmonized international network links more than 220 countries and territories worldwide.

DHL, based in Brussels, Belgium, continues to be at the forefront of technology and, with more than 150,000 dedicated employees, guarantees fast and reliable services aimed at exceeding customers' expectations.

