



**DHL SHIPMENT
VALUE PROTECTION**
RELAX. YOU'RE IN SAFE HANDS

DHL Global Forwarding – Excellence. Simply delivered.



ARE YOU FULLY COVERED?



Freight forwarders and carriers have limited liability under international conventions for the loss or damage to goods. In the case of an incident, your compensation is normally calculated against a 'standard' liability clause.

Your compensation might be less than you expect

- The limit of liability is based on the weight or package count of your cargo, so is likely to be considerably less than the commercial value of your goods.
- Freight forwarders and carriers only pay compensation if you can establish they were at fault, which can be time-consuming and expensive.
- 'Acts of God' such as storms, flooding, lightning strike and earthquakes are not reimbursed under international conventions.

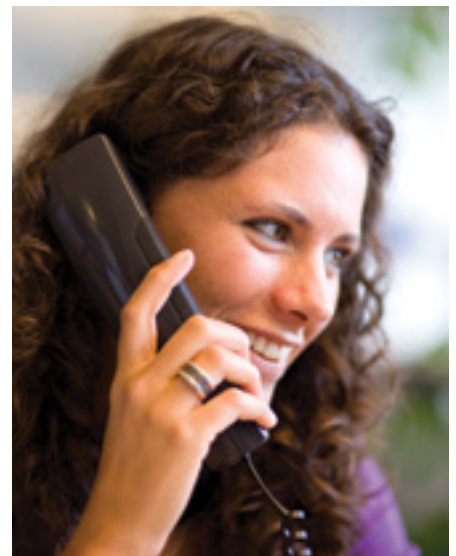
Our solution for you

For a competitive charge, DHL can arrange Shipment Value Protection to cover your freight against loss or damage from any external cause to their full value. Flexible, to meet your needs, it can be arranged as follows:

TYPE	DESCRIPTION	CUSTOMER BENEFIT
Ad-hoc Shipment Value Protection	One-off cover for a specific shipment.	Peace of mind for a specific shipment.
Annual Shipment Value Protection	Protects all DHL Global Forwarding shipments over the course of a pre-defined period such as one year.	Permanent security for all your shipments, providing maximum protection and minimum administration effort.

WHY YOU SHOULD CHOOSE DHL SHIPMENT VALUE PROTECTION

We have designed an 'all-risks' Shipment Value Protection which brings total peace of mind and protection to your bottom-line.



FREIGHT & PROTECTION PARTNER

Our deep knowledge of your freight needs enables us to offer a simplified and easy to handle protection service in a matter of minutes including:

- A programme designed by our own specialists in the risk management division
- Competitive rates with **no deductibles** or excess
- Freight and shipment value protection on a **single invoice**

GLOBAL SCALE, LOCAL PRESENCE

We are the largest logistics provider in the world which gives us the scale to offer:

- **Exceptional levels of service and pricing** for all customers no matter what size
- **Single or multiple** shipment coverage
- Cover for **high risk cargo** and **worldwide destinations** that other companies won't offer

CLAIMS RESOLUTION

Through our scale and global expertise, we can offer best in class claims service:

- We target a maximum **30 day** resolution which is much quicker than other competitors
- We already have many of the documents needed to process your claim
- Your claim is **handled locally** with personnel who speak the **local language** and can settle in **local currency**

HOW CAN I GET DHL SHIPMENT VALUE PROTECTION?

You can protect your shipments through DHL Global Forwarding in a matter of minutes. It's easy to get covered:

AD-HOC SHIPMENT VALUE PROTECTION

Simply order DHL Shipment Value Protection when booking your next Air, Ocean, Road or Rail Freight shipment.

We already have most of the information about your shipment, so we only need to know the value of the goods being transported.

ANNUAL SHIPMENT VALUE PROTECTION

Contact your Sales Representative to set up an Annual Shipment Value Protection Agreement based on your shipping profile (trade lanes and type of commodities shipped).

Our annual charges are competitive, and you will enjoy permanent security for all your DHL Global Forwarding shipments.



YOUR QUESTIONS ANSWERED



Why do I need to protect my shipment?

Freight forwarders and carriers have limited liability under international conventions for the loss or damage to goods. In the case of an incident, your compensation is normally calculated against a 'standard' liability clause. DHL Shipment Value Protection covers the gap between our standard liability and the full value of your goods.

I've never had a problem before so why would I pay for protection I won't use?

We handle every shipment with great care but accidents outside of our control can happen. Natural disasters such as floods, tsunamis and earthquakes are examples of events that can cause accidents. With DHL Shipment Value Protection your goods are protected against damage or loss during transportation. After all, most people have never suffered a fire at home but continue to insure their homes against the risk.

Isn't DHL Global Forwarding supposed to be safe?

Most definitely! Thousands of customers rely on us every day to deliver their shipments reliably and safely. But some unexpected events that can lead to loss or damage are out of our control such as a ship sinking, plane crashing or truck overturning.

Is it complicated and will I have to spend hours explaining my shipping to different people?

Not with DHL Global Forwarding. You deal with the same person who knows both your freight and protection needs. We'll get you covered quickly and easily – saving you time, operating costs – and with very little paperwork compared to other forwarders.

Does Shipment Value Protection cover high risk destinations and specialist cargos?

Our scale means we can protect your goods in most countries as well as specialist, high risk or very valuable cargo.

Will I receive the full value of any loss or damage to my shipment?

With DHL Shipment Value Protection you are fully covered in case of an incident for the full value of goods plus proportional transportation costs.

In case of an incident will I have to deal with people in different countries – or where the loss occurred?

Our global presence means that you'll always deal with an expert local to you.

Will I have to wait months to get my money?

In case of an incident we aim to settle your claim within 30 days from the moment we have all the documentation required.

You can find out more about DHL Shipment Value Protection online at www.dhl.com or by contacting your local sales representative.

