

IMPORTANT INFORMATION

1. Who is Tigermar?

Tigermar Global Pte. Limited ("Tigermar") are a speciality direct insurance broker headquartered in Singapore, providing risk advisory and insurance mediation services. Tigermar is registered and regulated under the Monetary Authority of Singapore ("MAS"). Our office and contact details are:

250 Tanjong Pagar Road,
#10-01, St. Andrew's Centre,
Singapore 088541

T: +65 6715 8760

F: +65 6532 0194

M: digital@tigermar.com

2. Who is Chubb?

Chubb is a world leader in insurance. Chubb Insurance Singapore Limited, via acquisitions by its predecessor companies, has been present in Singapore since 1948. Chubb in Singapore provides underwriting and risk management expertise for all major classes of general insurance. The company's product offerings include Financial Lines, Casualty, Property, Marine, Industry Practices as well as Group insurance solutions for large corporates, multinationals, small and medium-sized businesses. In addition, to meet the evolving needs of consumers, it also offers a suite of tailored Accident & Health and Personal & Specialty insurance options through a multitude of distribution channels including bancassurance, independent distribution partners and affinity partnerships.

Over the years, Chubb in Singapore has established strong client relationships by delivering responsive service, developing innovative products and providing market leadership built on financial strength.

More information can be found at www.chubb.com/sg.

3. What are my obligations?

The insured or proposer should buy insurance on the basis of utmost good faith. The insured must provide a complete and accurate description of the cargo, including its nature, value, and location. Incorrect answers or information given in this proposal form may result in the contract of insurance being invalidated, void or claims being repudiated.

4. What is the Cancellation Policy?

The Insured may cancel this Policy at any time prior to the Transport Operator collecting the shipment by giving Chubb Singapore written notice of such cancellation

to: marineclaims.sg@chubb.com

Such cancellation shall take effect immediately upon us receiving such written notice.

(b) Chubb Singapore reserve the right to cancel this Policy, at any time in any circumstances permitted by law by giving the Insured written notice at the address of the Insured in the Evidence of Cover. Such cancellation shall take effect immediately upon the Insured receiving such written notice unless otherwise provided by law.

5. When will I receive my Insurance Certificate?

Great News – Tigermar Digital allows you to complete this entire process in less than 5 minutes! Once payment has been successfully made, the Insurance Certificate/Evidence of Cover shall be emailed to the Insured, at the email address provided.

6. Are there additional charges?

No.

What you pay, is the final amount for your Relocation Insurance. As part of the final cost there are commissions to help run Tigermar Digital and our Technology partner, to give you a better and smoother service.

7. Who do I email if I have a Complaint?

As your Insurance broker, allow us to help if you have an issue. Please email your feedback to digital@tigermar.com

Our duty to you is that (a) complaints are handled in a fair, timely and appropriate manner; (b) complaints are promptly investigated and responded to; and (c) an officer is designated to handle complaints.

8. Are other coverages available?

Beyond 'Tigermar Digital', Tigermar offer bespoke solutions to your insurance needs. Through our international network, we can help you find the right solution. Contact our Broking team at Digital@Tigermar.com.

9. How do I make a claim?

The Insured must, as soon as practicable, give written notice to Chubb Singapore to the following personnel via their emails listed below of any Loss, theft, damage or destruction of the Insured's Property, but always no later than five (5) days after the delivery of the Insured's Property at the Consigned Address or five (5) days after the Insured's Property is deemed Lost:

marineclaims.sg@chubb.com

Details of Claims submission can further be found on the Certificate of Insurance/Evidence of Cover

10. Roles of Parties

Tigermar, as your insurance broker, help to arrange and manage your insurance policy. Our partner, Chubb Singapore, are your Insurance Company and the one Underwriting your shipment. Tigermar are not liable for any failure on the part of Chubb Singapore to pay

claims in accordance with the Policy Terms and Conditions (see Policy Wording). Tigermar are available for post-purchase advice, claim dispute resolution and complaint handling.