IMPORTANT INFORMATION

1. Who is Tigermar?

Tigermar Global Pte. Limited (“Tigermar”) is a specialist insurance broker headquartered in Singapore, providing risk advisory and insurance mediation services. Tigermar is registered and regulated by 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
E: digital@tigermar.com

2. Who is Otonomi?

Otonomi is the platform provider and technology partner supporting Tigermar’s Cargo Delay Insurance solution. Otonomi provides parametric insurance technology which uses independent shipment tracking data to identify eligible cargo delay events.

Tigermar has partnered with Otonomi to offer a parametric cargo delay solution designed to address financial risks arising from delayed cargo in transit, a risk that is typically excluded under traditional cargo insurance policies.

3. What is Cargo Delay Insurance?

Cargo Delay Insurance is a parametric insurance product that provides financial compensation when an insured shipment is delayed beyond a pre-agreed delay trigger.

The policy is designed to help mitigate financial impacts such as business interruption, contractual penalties, additional logistics costs, freight-related costs, funding costs, commodity price exposure and other delay-related financial consequences.

4. How does the parametric trigger work?

The policy relies on shipment data rather than a traditional loss adjustment process. The delay trigger is determined by comparing the Actual Time of Arrival (“ATA”) against the insured Estimated Time of Arrival (“ETA”) and selected delay threshold.

If the shipment delay exceeds the agreed trigger, the policy may automatically trigger payment, subject to policy terms, conditions, exclusions, and confirmation of eligibility.

5. What information is required for an indicative quote?

You may be asked to provide shipment details such as the Master Bill of Lading (“MBL”), Container ID, carrier code, port of loading, port of discharge, estimated departure and arrival information, shipment route, cargo type, and desired limit of insurance.

The quote provided through Tigermar Digital is indicative only and does not constitute confirmation of coverage. Final terms remain subject to underwriting, data validation, and confirmation of coverage.

6. What limits and delay triggers are available?
Cargo Delay Insurance limits may be available from USD 1,000 up to USD 500,000, depending on shipment details, route, underwriting criteria, and availability.

Delay trigger options may include 6-day, 8-day, or 10-day thresholds. For shipments with multiple stopovers or more complex routes, the applicable trigger may default or be adjusted in accordance with policy terms.

7. What is the payout structure?
The payout structure is designed to provide partial compensation once the delay trigger is reached, followed by additional compensation for extended delays.

An indicative payout structure may provide 50% of the insured limit on the trigger date, plus 5% for each additional full day of delay, up to 100% of the insured limit, subject to the policy schedule and terms.

8. What are my obligations?
You must provide complete, accurate, and not misleading information when requesting a quote or arranging coverage. This includes shipment details, cargo details, routing information, and any other information requested by Tigermar, Otonomi, or the insurer.

Incorrect, incomplete, or misleading information may affect coverage, result in cancellation, delay claim processing, or lead to claims being declined in accordance with policy terms.

9. Are there exclusions?
Yes. Exclusions may include cyber events, war and terrorism, sanctions, communicable disease, strikes, insured misconduct, dishonesty or misrepresentation, illegal or hazardous cargo, rerouted shipments outside policy conditions, and missing or improper documentation.

Please refer to the full policy wording and confirmation documents for complete terms, conditions, exclusions, and limitations.

10. When does coverage apply?
Coverage is subject to the policyholder inputting all required information and receiving confirmation of coverage. Coverage will not be provided unless confirmation of coverage has been issued.

Coverage may not be available for shipments that have departed more than 48 hours before the request for coverage is entered into the platform, subject to the policy terms.

11. How do claims work?
Cargo Delay Insurance is designed to operate through automatic delay detection. Otonomi monitors shipment data through independent data sources and determines whether the insured delay trigger has occurred.

Where the trigger is met and the claim is eligible, claim validity may be determined within 72 hours after Actual Time of Arrival data is received, with settlement typically processed within 14 days, subject to policy terms and premium payment.

12. Do I need to prove financial loss?
Generally, parametric insurance does not require the same traditional loss adjustment process as conventional insurance. However, depending on the limit, underwriting considerations, and policy terms, the policyholder may be required to verify insurable interest or that the amount of loss is equal to or greater than the payment made.

The insurer reserves the right to audit the policyholder’s loss after payment and may recover any excess where the amount paid exceeds the actual loss or where policy conditions are not satisfied.

13. How do I pay for the insurance premium?
Payment methods may include credit card, ACH, monthly invoicing, subscription arrangements, or annual programme arrangements, depending on the selected plan and approval.

On-demand purchases may require payment at checkout through Stripe. Claims will only be processed where premium due has been paid by the customer.

14. Who do I email if I have a complaint?
As your insurance broker, Tigermar is here to assist. Please email feedback or complaints to digital@tigermar.com.

Tigermar will handle complaints in a fair, timely, and appropriate manner and will arrange for complaints to be investigated and responded to by a designated officer.

15. Are other coverages available?
Yes. Cargo Delay Insurance is intended to complement, not replace, traditional cargo insurance. Traditional cargo insurance is required for physical loss of or damage to cargo.

Tigermar can assist with cargo insurance, cargo delay insurance, or combined solutions depending on your shipment and risk requirements.

Please contact digital@tigermar.com for assistance.

16. Roles of Parties

- **Tigermar Global Pte. Ltd.** acts as your insurance broker, arranging and administering the policy, supporting claims coordination, and handling post-purchase enquiries.
- **Otonomi** acts as the platform provider and claim handling / technology partner for the parametric delay solution. The insurer named in the policy confirmation is responsible for underwriting and claims settlement in accordance with the policy terms.

Tigermar is not liable for any failure by the insurer to pay claims under the policy, but remains available to assist with claims coordination, dispute resolution, and complaints handling.