



## RECEIVE EXCLUSIVE FLEXIBLE PARCEL INSURANCE COVERAGE AND RATES FOR YOUR CRITICAL UPS SHIPMENTS

If you ship critical documents, you know it adds risk to your bottom line. UPS Capital Insurance Agency, Inc. offers Flexible Parcel Insurance that protects the highly sensitive goods you ship, in the unlikely event of loss or damage.



# UPS Capital Insurance Agency, Inc.

## Flexible Parcel Insurance



As a member of Stewart Title you can now take advantage of improved Parcel Protection for UPS Shipments. The improved coverage adds **protection for the consequences of late or non-delivery including, interest, penalty, document reconstruction and credit monitoring**, while still providing coverage for standard loss and damage. **Coverage up to \$3K for loss/damage and \$500 for consequential losses is automatically included with every package at no additional charge.**

### What is included under this coverage?

- Any lost or damaged UPS shipment
- Time in Transit Coverage insures against the financial consequences of parcels delivered 1 day or more after the scheduled delivery date. Coverage specifically includes:
  - ☐ Documented Late Payment Fees or Penalties
  - ☐ Credit Monitoring Fees
  - ☐ Forgone Interest
  - ☐ Document Reconstruction Costs

#### *Example of time in transit coverage:*

*A time-sensitive document was sent via UPS NDA on 5/1/2015. There was a mechanical failure on a plane transporting the shipment, resulting in an actual delivery date of 5/3/2015. Due to the late arrival, a \$300 penalty was assessed. The \$300 claim would be filed and covered under the Flexible Parcel Insurance policy.*

### What is not included under this coverage?

- Packages not manifested on an approved UPS system, such as Air Shipping Documents
- UPS Ground Packages picked up or scheduled to be delivered during the fourteen (14) calendar day period ending immediately prior to December 25th of each year
- Delays beyond UPS's control, typically caused by (but not limited to): weather, consignee not available or refusal of shipment, acts of god, natural disasters, incorrect address

### What do I need to do to gain coverage for my shipments?

Nothing. All Packages are covered up to \$3K for loss/damage and \$500 for consequential losses is automatically included with every package at no additional charge

### What is the cost for coverage?

Coverage is automatically included at no additional charge.

### Is there a limit to the amount of coverage per package?

Yes. The limit per package is \$500 for consequential coverage and \$3K for basic loss and/or damage.

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### What is the claims process?

#### For a loss or damaged package:

- Go to [ups.com](https://www.ups.com)
- Under the Support tab, click on File a Claim
- Once you access the application, include the tracking number for which you are reporting a claim and click the continue button.
- The application will take you through a series of questions to successfully submit your claim request. Attached supporting documentation when prompted.
- After your claims form is submitted, you can check on the status of your claim by entering in your UPS Tracking number or the UPS assigned claims number.
- You will be notified once a claims decision has been made.

#### For consequences resulting from a delayed package:

- Complete the attached claim form
- Submit claims form and documentation (proof of loss, replacement cost/invoice, pictures, transportation charges, etc), via one of the following methods:
  - Phone: 1-866-459-1474
  - [Email: upscapitalflexclaims@ups.com](mailto:upscapitalflexclaims@ups.com)
  - Mail: UPS Capital Insurance Agency, Inc.  
FPI Claims  
PO Box 100458  
Ft Worth, TX 76185-0458

#### Additional Information Needed and Best Practices

- Claims must be filed within 45 days.
- Keep packaging, if at all possible.
- Get pictures...always get pictures.
- Report lost packages to UPS immediately.
- The adjusters will need a proof of value, proof of credit to the consignee, or proof of a re-shipment of a package for all claims.
- If a replacement was sent, either the original or replacement shipping charges can be added to the claimed amount.
- If there is ever any question regarding the disposition of contents or the original packaging, the shipper needs to contact a claims adjuster.

### I have some questions. Who can I call with additional questions?

For all questions related to this program, please contact UPS Capital at 1-877-263-8772.

**FLEXIBLE PARCEL INSURANCE CLAIM FORM**

Complete this CLAIM FORM as your cover page and submit it along with your claim documentation. Include your replacement or repair cost of the merchandise and transportation charges. For future reference, the following will identify this claim:

Shipper #: \_\_\_\_\_ UPS Claim #: \_\_\_\_\_ Invoice #: \_\_\_\_\_

Pick-Up Date:		Shipper Reference No:	
Package Status:	Lost: <b>a</b>	Damaged: <b>a</b>	Late (TNT): <b>a</b>
Merchandise:			
<i>Name and Address you want check sent to (Note if 3<sup>rd</sup> party billed a release must be enclosed):</i>			
Phone:	Fax: _____		
Tracking Number:			
Quantity:			
Declared Value:			
Weight:			
Can Item be Repaired?	Y / N		
Is the Item Transportable?	Y / N		
Repair / Replacement Cost:			
Shipping Charges:			
Total Amount of Claim:			
Current Location of Package?	Shipper <b>a</b>	Destination	<b>a</b>
Comments / Explanation:			
Destination Contact, Address, and Phone Number:			
<i>The information provided is correct to the best of my knowledge.</i>			
Signature: _____		Date: _____	

To expedite your claim payment request, you may fax the completed claim form as a cover page along with the above mentioned required documents to: 1-866-459-1474. Or email [to: upscapitalflexclaims@ups.com](mailto:upscapitalflexclaims@ups.com)

Or, send by mail to:

UPS Capital Insurance Agency, Inc.

FPI Claims

PO Box 100458

Ft Worth, TX 76185-0458

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