

DEFAULT INSURANCE PROGRAM IATA
ACCREDITED AIR CARGO AGENTS

For The Period (2024 – 2025)

Effective from 1st September 2024

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DEFAULT INSURANCE PROGRAM IATA ACCREDITED **AIR CARGO AGENTS** **FOR THE PERIOD 2023 – 2024**

POLICY WORDINGS & STANDARD OPERATIONG PROCEDURE

PREAMBLE

For IATA Approved, Air Cargo Agents of Pakistan, the International Air Transport Association (IATA), has **(FOUR)** types of IFS Programs for the Agents in Pakistan namely:

- a) Bank Guarantee
- b) Default Insurance Program (DIP) through 'The United Insurance Company of Pakistan Limited
- c) Cash Deposit
- d) Insurance Bonds

Therefore, this Policy Witnessed; that subject to the Terms, Conditions, and Exceptions contained herein or endorsed or otherwise expressed hereon:

The DIP issued by United Insurance Company of Pakistan Limited shall only be valid for all those airlines, that are under CASS Management of IATA in Pakistan; and all those NON-CASS registered airlines that are under agreement with UIC for DIP coverage (subject to receipt of premium of MAWB for Non-CASS airline)

Insurance Bond is a limited and known amount program which is specifically for Cargo Agent guarantee, in case of default UIC will cover only the limited amount which is mentioned in instrument, accordingly prior settlement of IATA and in case of NON CASS it will be on pro-rate basis.

Highlighted Points:

1. Coverage includes IATA security, NON-CASS airline security and shipper's liability only under DIP, there is no shipper's liability under Insurance Bonds.
2. Each and every MAWB is secured as soon executed by cargo member.
3. For NON-CASS airline, the coverage for shippers' liability and NON-CASS airline is subject to receipt of premium as per defined Turnaround time.
4. ACAAP will issue the mandatory consent letter for enrollment of Air Cargo member under this program to UIC.
5. On receipt of consent letter from ACAAP, UIC will issue the DIP enrollment or the Insurance Bond of respective member after necessary due diligence.
6. After execution of MAWB first 45 days right of claims pertains to IATA / Airline and from 46 days to 180 days rights of claim pertains to Cargo member for shipper liability coverage.
7. Cargo member is bound not to book the shipment of defaulter customer of IATA, AIR

,FREIGHT DEFULTER at ACAAP or any other defaulter/shipper which UIC intimate to ACAAP.

8. Any member book the shipment of AIR FREIGHT defaulter customer or any customer which defaulted by UIC, shall fail the right of claim lodgment under this program (exceptions are applied under consents of Acaap-UIC), further UIC has right to withdrawal his DIP guarantee.
9. In case of any claim occur ACAAP will initially evaluate it at Association level and forward the same to UIC with their remarks as observatory.
10. If claim is in accordance with terms and condition of DIP SOP, UIC will settle the claim within 45 days from the date of the observatory provided by Acaap along-with all necessary requisite information and documents.
11. Any shipment from NON-IATA broker, or any third party shall not be covered.
12. Defaulted shipper Air Freight from ACAAP, shall be treated equally defaulted by UIC with no claim.
13. No amount shall be payable with regards to the claim apart from the airline payable amount.
14. Any cargo member who continuously booked the shipping of Air Freight defaulter of the industry will not be eligible to attain any claim from the Insurance Company (exceptions are applied under consents of Acaap-UIC).
15. Premium payment clause: No claim shall be entertained if the Insurance Company did not receive the premium as per the stipulated period of MAWB for NON-CASS cases, not only for claimed reported MAWB but also all NON-CASS MAWBS executed during the DIP enrollment period and the premium of those are unpaid within stipulated time frame.
16. In case of any wrongful information by the cargo agent and adding of any other amount in the claim than the Airline's payable amount, no guarantee shall be issued to the member by UIC (exceptions are applied under consents of Acaap-UIC).
17. Premium for CASS and NON-CASS will be Rs. 2500.00 per MAWB.
18. MAWB executed through CASS, IATA will collect the premium and MAWB executed through NON-CASS airlines premium collected by UIC through itself or any nominated collection agency.

SECTION # 1

1.0.0 COVERAGE

Default Insurance Program (DIP) covers the Agent's IATA Guarantee for Airlines, consisting of the following coverage's:

Segment 1 - CASS (IATA Member Airlines)

Segment 2 - NON-CASS Airlines

Segment 3 - Shippers Liability

Insurance Bond is a limited and known amount program which is specifically for Cargo Agent guarantee, in case of default UIC will cover only the limited amount which is mentioned in instrument, accordingly prior settlement of IATA and in case of NON CASS it will be on pro-rate basis.

1.1.0 COVERED PERILS - DIP

- a. 100% Financial Security to Airlines against their freight liability only, through United Insurance Company.
- b. Only the Airline's freight payable amount is insured, instead of IATA Cargo Agent's invoice.
- c. Pay-as-you-go option means Agents pay a premium as they book freight.
- d. One premium irrespective of the variable freight amount payable to Airlines according to the MAWBs.

1.2.0 PERIOD OF COVERAGE

The Insured-Period for each MAWB shall be a total 180 days . from the date of the AWB.

1.2.1 AIRLINE CLAIM ELIGIBILITY (CASS & NON-CASS)

- The Claim-ability or intend to claim in case of any default, for the first 45 days will be with the airline, accordingly, no claim shall be entertained after 45 days.
- From the 46th day to (23:59 PST) 179th day, the claim right shall be with IATA cargo agents.

1.3.0 DIP ENROLLMENT PROCEDURE

1.3.1 ACTION BY AIR CARGO AGENT

- Complete the documents as per the list of required documents of UIC.
- Submit all the required documents to the Association.
- The Association will receive all required documents as per the checklist of UIC and forward them along with the Association Consent letter with each agent's documents.

1.3.2 ACTION BY ASSOCIATION

- Association-authorized representatives will evaluate the documents submitted by the Air Cargo Agent.
- In case of satisfactory evaluation and scrutiny of documents, the Association will issue its consent in favor of UIC and send the documents for the issuance of DIP enrollment of respective Air Cargo Agent.

1.3.3 ACTION BY UIC

- UIC will prepare the documents through its operation team.

- UIC hands the documents to the Agent for signing and stamping and then onward submission to the respective Association.
- On receiving documents from the Association, UIC will issue the DIP enrollment as per IATA format and submit the same to IATA's designated bench.
- UIC will provide a copy of the received enrollment by IATA's designated bench to the respective Air Cargo Agent &/or Association.

1.4.0 SUBJECT MATTER

- 1) The Insurance offered herein is to cover the freight amount Net payable to the airline against the Master Air Waybill (MAWB) number mentioned in the CASS report of the concerned Airline issued for the IATA agent. This will be considered, as the primary coverage Net / Net Freight amount of the MAWB,
- 2) The coverage for shipper liability is directly related to Master Air Waybill
- 3) The coverage of one MAWB, One HAWB, single shipper, single consignee and only under the freight prepaid basis will cover shipper liability as per DIP, the UIC will take no-Liabilities on FOB shipments, if consignee fails to take delivery, or the IATA regulations does not comply for claims, damage or lost shipments or due to any other reason.
- 4) Net/Net freight amount is considered to be the amount payable to the airline after the deduction of all commissions and discounts due to the Agent.
- 5) In case of default of payment by the agent to the airline of Master Airway Bill to IATA within the stipulated time period, as per IATA criteria.
- 6) Default of Agent's Customer' (The name mentioned under Shipper's column of the MAWB shall be considered as defaulter only when no HAWB used, exceptions are applied under 1.4.0/3 and the consents of Acaap-UIC)

Special Coverage:

- ✚ On the recommendation of ACAAP, UIC is pleased to introduce a separate HAWB insurance segment for more than one HAWB (only on the prepaid basis) on a single MAWB, the additional premium will be charged on each HAWB and the collection of premium of the additional HAWB will be made separately through CA &/or UIC for CASS and non-CASS sales. Cargo member(s) required to send the complete details along-with premium for the coverage of said HAWB to CA/UIC.
- ✚ Another product for the separate insurance of the invoice amount has been developed on the recommendations of ACAAP, those shipments that couldn't get the booked flight and gets delayed, those shipment that found damages, wet or standard insurance losses (falls under Marine Umbrella Liability Insurance) and not fall into the IATA carriage rules shall be covered under separate transactions after attainment of UIC Standard Marine Umbrella Liability Coverage.

1.5.0 PREMIUM

- a. Airway Bill Freight amount's premiums charged through CASS billing, for CASS Airlines.
- b. Airway bill freight amount's premiums charged through UIC collection department &/ or any nominated collection firm appointed by the UIC for NON-CASS Airlines.
- c. Premium amount for CASS & Non-CASS is PKR. 2,500/- per MAWB.
- d. The premium amount must be prepaid due to SECP rules of Insurance Policy's applicability. Therefore, all new members shall pay an average amount of one fortnight MAWB premium to UIC in advance. Subject to an adjustable minimum premium of 50 MAWBs i.e. (Rs. 125,000)

1.6.0 REQUIRED DOCUMENTS & COLLATERALS

To enroll in DIP program, Cargo Agents are required to submit the following essential documents to authorized representatives of UIC at designated branch offices:

- ✓ Blank Letter Heads
- ✓ Blank Bond Paper of Rs. 200 (Agreement to be prepared by UIC Staff)
- ✓ IATA Renewal Letter
- ✓ CNIC Copies of All directors/ Sole Proprietors/ Partner
- ✓ CEO Visiting Card
- ✓ NTN Copy of Company
- ✓ Form A (latest) – For PVT Company
- ✓ Form 29 (latest) – For PVT Company
- ✓ Certificate of Incorporation – For PVT Company
- ✓ Copy of latest Membership Certificate 2023-2024 (PIFFA)
- ✓ Undated cheque without amount (in case of already submitted cheque this requirement will be excluded, however, in case the company changes its bank account or major changes in ownership, a fresh updated without amount cheque is mandatory)
- ✓ Consent Letter from ASSOCIATION (Said letter needs to be signed and stamped by authorized Association staff who is authorized by the Chairman of Association(s) Undertaking by Cargo Agent that the firm is not blacklisted by any Government, private, any Association or by any relevant quarter on Stamp Paper of PKR 200.
- ✓ Undertaking by the Cargo Agent that the firm is not involved / will not be involved in working with the declared defaulters of the freight fraternity (especially from PIFFA, the UIC will have all the rights to take appropriate actions according to the regulations of Insurance procedures and the SOP in case of deviations on Stamp Paper of PKR 200.
- ✓ Any other document that the UIC Risk department required on a case-to-case basis.
- ✓ Partnership Deed (In case of partner firm)

SECTION # 02

Segment 1: CASS Airline Procedure & Settlement

2.1 COVERAGE

To indemnify the IATA subject to the terms and conditions against their Net Ascertained Financial Loss (as defined) [and Additional Financial Loss (as defined)] sustained or incurred during the Period of Insurance arising solely from Default by the Cargo Agent.

2.2 PROCEDURE & SETTLEMENT

- i. All the Airlines operating through CASS billing systems shall have Financial Coverage / Security through DIP. They will be secured by the Insurance Providers through IATA.
- ii. M/s. United Insurance Company Pakistan Limited, has been designated and authorized to cover.
- iii. IATA Financial Guarantees under DIP.
- iv. The IATA CASS Manager will collect the DIP amount through CASS Billing for periods and subsequently settle with the Insurance Company accordingly.

2.3 CLAIMS BY IATA

In case of non-deposit of CASS amount with IATA, as per the terms & conditions of IATA, the claim shall be intimated to The United Insurance Company of Pakistan Limited by IATA for settlement, upon settlement of the claim UIC will have the legal rights to recover the amount from said defaulted cargo agent through UIC's recovery process.

Segment 2: NON-CASS Airline

2.4 PROCEDURE & SETTLEMENT

- i. The Airlines operating in Pakistan and the offline carriers, those which are not under the CASS billing system in Pakistan, are also secured under the Default Insurance Program upon their mandatory enrolment in DIP.
- ii. The UIC shall be bound to sign an individual MOU with ACAAP with all parties concerned; viz., NON-CASS Airlines, IATA Cargo Agents, and Insurance Provider.
- iii. The ACAAP (premium collecting agent appointed by UIC) shall be entitled and authorized to collect only concerned data from the Agent and verify the same from the Airlines concerned or vice- versa as per their respective agreements.
- iv. UIC collection department and/or the appointed UIC third party is authorized to collect the premium on behalf of The United Insurance Company of Pakistan Limited, premium cheque &/or pay orders for NON-CASS billing shall be executed in favor of “The United Insurance Company of Pakistan Limited”
- v. Those Air Cargo Agents who execute(s) their MAWB through NON-CASS Airline(s) are required to follow the following Standard Operating Procedure given below:

***All Cargo Agents are required to submit the sales statements that reflect the details of MAWB of NON-CASS Airlines along with DIP premium either through the DIP enrolled Airlines or directly to the CA Company for non-DIP enrolled Airlines. The following calendar shall be followed whilst sending the details:**

1st fortnight: 05th of next month

2nd Fortnight: 20th of next month

SPECIAL OBLIGATION

- a. Incomplete, incorrect, wrong information, and missing time frame may lose the Insurance cover, the concerned IATA cargo agent shall have to be vigilant and ensure to provide the data appropriately to become entitled in case of future claims.
- b. In case of any amendment it is the responsibility of the Air Cargo agent to inform the concerned airline on or before the 26th day of the 1st Fortnight and the 10th day of the second fortnight, else, the statement which Agent sends on above stated dates as authentic and final, and insurance shall be based on said data.
- c. In case the Air Cargo Agent fails to submit the above required details to airlines on the given deadline, then no coverage shall be provided to the Cargo Agent for the same. Accordingly point No.15 (illustration point) will trigger on non-deposit of premium. (subject to allowing of 30 days grace period from the due date of payments and also having valid reasons and no habituality shall be allowed.
- d. UIC may verify the information provided by the ACAAP For NON-CASS airlines who enrolled under the DIP program, UIC can cross-check the statement of the Agent with the Airline, under the light of the agreement signed between UIC and the respective airline.
- e. For the NON-CASS; NON-DIP airline(s), agents must provide accurate and complete information for only their own security of the freight amount in case of claim.
- f. Upon verification from Airline concerned and in case of any mis-declaration or difference or variation with the airlines' is reported; the coverage might nullify the claim entirely and the agent may not be entitled to attain any claim from Insurance Company.
- g. For NON-CASS (DIP) airlines the UIC &/or appointed ACAAP can reconcile the agent's submitted data with the respective airline's record.
- h. Based on the information provided by non-class airlines , UIC &/or CA Firm will prepare the final statement of each agent and may share data with UIC and the respective airline. The appointed CA / UIC will collect the cheque for insurance premium in favor of United Insurance Company of Pakistan Limited along with the original statement consisting of MAWB data sheet from each airline.
- i. Those NON-CASS airlines, did not opt for coverage under the DIP program for any reason, the agents executing MAWBs on them are also mandatorily responsible for submitting requisite data and premium to CA as UIC covers the entire IATA Guarantee of the agent. In case any agent not paid the NON CASS premium will not eligible for any shippers liability claim under NON CASS sales.
- j. Only those non-CASS MAWB will be covered whose Premium is paid to the UIC within the stipulated time period as mentioned above and the payment realized by UIC.
- k. In the case of point 2 (j) mentioned above, any non-receipt of executed MAWB statements by agent shall be treated as misdeclaration on the part of the concerned IATA agent. The UIC may

issue the Notice to the Agent and may withdraw the IATA guarantee.

- l. In case of any loss or claim, the Claim procedure of this SOP shall apply. Simultaneously all the MAWBs, which are reported in the claim, can be duly verified with the respective Airline and in case of any variation in the Airline's payable amount, no claim shall be paid, and UIC may use its right to close the case as NO CLAIM. The intentionally or malafidely wrong information shall head towards NO CLAIM on subject MAWB only.
- m. All DIP claim related cases must be dealt with by ACAAP Financial Disputes Subcommittee, a mandatory presence of UIC staff in the meetings of the joint committee shall take place under the entire responsibility of UIC.
- n. Handler of the defaulted customer/s on regular basis of any of the UIC affiliated associations will have no rights to claim under the shipper's liability, the concerned association will not allow to send the cases of shipper's liabilities to UIC of the supporter/s of defaulted customers respectively. The UIC shall bound to withdraw the IATA Guarantee of the said agent under written request of Acaap and/or under its own discretion in taking acaap into confidence and loop with mutual consents only.

Customer who handled defaulter's shipment shall not be entitle to attain shipper's liability coverage for fiscal year and for three years who worked with his own defaulted customer (whose name appears in defaulter customer list), will may only eligible for IATA security.

2.5 ELIGIBILITY OF CLAIM FOR CASS & NON CASS AIRLINE

The Airlines shall be entitled to claim for only the MAWB Freight amount due to IATA Agents for forty-five calendar (45) days from the date of its execution.

Segment 3: Shippers Liability

2.6 PROCEDURES & TIME FRAME

The second part of DIP is that it also secures IATA Approved Agents for their shippers (shipper on MAWB) default, as mentioned above. That after the passage of the 45th day and the amount of MAWB or MAWBs are settled to CASS or NON- CASS Airlines; an IATA Agent, in case of non-receipt of due freight amount for their shipper(s) (as mentioned in MAWB only) can file a claim, on or before 179th day of date of execution on MAWB, by adopting the following procedure:, cargo agent may file intent of claim at any time.

2.7 ELIGIBILITY OF CLAIM FOR SHIPPERS LIABILITY

From the forty-seventh (46th) day to one-hundred-seventy-ninth (179th) day of the date of execution of MAWB by an IATA Agent, the Eligibility of claim shall be transferred to that specific IATA Cargo Agent only, that has timely paid the premium, provided, “all the amount is settled by the Agent due to carrier” cargo agent may file intent of claim at any time.

2.8 CLAIM PROCEDURE FOR SHIPPERS LIABILITY

Send an intent of claim to Association (From where IATA agents submit the consent letter for DIP enrollment) head office in Original, duly signed & stamped by the Authorized representative, with the below documents copied to UIC. The claimant IATA cargo agents shall be responsible for collecting acknowledgment receipts from the UIC Zonal Office.

2.9 REQUIRED CLAIM DOCUMENTS FROM IATA AGENT

- Three copies of each MAWB intended for claim.
- Copy of invoice to the customer.
- Copies of Sales Report CASS or NON-CASS, mentioning the number or numbers of those airway bills which are to be claimed by an agent as only the respective airline payable amount shall be entitled to claim.
- Business Agreement or Customer Information Form – CIF
- Accounts ledger of the specific customer/s.
- Previous business dealings with the same specific Customer.
- Communication or correspondence with the customer for recovery of the amount.
- Cheque / Payment instruments or any other collateral provided by the customers, if any.
- FIR lodged by IATA agent against defaulted customer.

AND / OR

- Any other document, such as Notice/s sent or received from customers for recovery, which can assist FDSCs of Associations and insurance providers in recovering the amount.
- A subrogation letter in favor of the insurance company in which recovery rights shall be transferred to the Insurance Company.
- Letter from the IATA agent to the respective Association reflecting the details of the defaulted customer and request to keep the said customer under the Association’s defaulted entity list.

3.0.0 ROLE OF ASSOCIATION FOR CHAIN MANAGEMENT

- 1) Once an intent of claim from any cargo agent is received, the same shall be informed to the concerned Insurance provider by the Secretary-General, within three (03) working days.
- 2) The Secretary-General shall circulate the name of such customer to all members of its association regarding the declaration of default under copied to UIC.
- 3) While processing any claim regarding shippers' liability, Consent for enrollment of DIP shall be evaluated i.e., in case the consent letter of any cargo member is issued by Association for DIP enrollment the processing of claim shall be done by committee constituted as DIP FDSC of ACAAP.
- 4) A committee, so constituted as DIP-FDSC of ACAAP; consisting of members maybe a representative from the Insurance Company and a member from any airline/IATA. Observatory note for the respective claim shall also signed by a representative of the Insurance Company, in case of consent for DIP enrollment received from Association.
- 5) The DIP-FDSC Committee, shall process the claims as per the laid down procedures of respective FDSC.
- 6) The FDSC Committee shall be bound to settle the case in thirty days, from the date of intent of claim received, subject to receipt of all required documents and necessary information from the claimant.
- 7) The DIP-FDSC will follow Standard Operating Procedures – SOP as implemented by the Association and updated.
- 8) The FDSC Committee thoroughly check the details of defaulted customer from the current defaulter list of ACAAP & PIFFA. No claim document was forwarded to the Insurance Company if the name of the defaulted customer appeared in said defaulter customer list with no exceptions.
- 9) In case settlement of claim and payment is received by IATA Agents from Customer, the intent of claim shall be withdrawn or the received amount under claim shall be reimbursed back to UIC.

10)The Insurance Company will process the case to pay, as soon as possible as per IATA rules of Claim settlement days along with the below-mentioned documents/process:

- a. Case notes & proceedings of FDSC, duly signed by the majority of the members of the DIP FDSC committee.
- b. A covering note from the Secretary General, duly signed by the Convener Mandatorily, an Executive Committee member, and an office bearer or in the case of an Interim Committee member.
- c. Subrogation letter in favor of insurance company in which recovery rights shall be transferred to the Insurance Company.
- d. The insurance company also appoints its third-party surveyor for the assessment of loss in accordance with Insurance Rules 2017.

4.0 PARAMOUNT CLAUSE

1. The defaulted Customer will be termed as a defaulter and any member booking the defaulters' shipments, shall be responsible for booking and shall be subjected to consequences and no claim will be entertained for such customer may receive by Association and or Insurance Provider, after the circulation of default. In case of any claim intimation received by the Association regarding the respective shipper, the Association will imperatively circulate the details of said shipper to the industry regarding restriction for Agents to perform business activities with said potential defaulter (shipper), otherwise responsibility will be solely of Agent.
2. It will be the responsibility of the Cargo Agent who lodge a claim with ACAAP and subsequently Association(s) will process and send the claim after due process to the Insurance Company with a subrogation letter (issued by the claimant) in favor of insurance company in which recovery rights shall be transferred to Insurance Company. Further, any collateral attained by the Cargo Agent by the Shipper also handed over to the insurance company for their recovery from the respective shipper.
3. No claim will be processed of any Air Cargo Agent who is involved in booking of any defaulted agent (whose name appears in the current defaulted agent list of ACAAP /PIFFA or case of defaulter in IATA). The exceptions are applied under the consents of Acaap-UIC.
4. For removing the name of the defaulted party from the list of defaulted Customers of Association(s), it will be the responsibility of the respective Cargo Agent to provide the NOC to Association(s) under copied to UIC, reflecting that they have no dispute with said defaulter.
5. Only NOC acceptable from the respective Cargo Agent who suffered the default due to non-payment or any other non-compliance as per the agreement between the Cargo agent and its customer.
6. Air Cargo Agents need to adopt a Customer Information Form (CIF) at the time of starting business with Customers, reflecting the contract details and terms and conditions of business and payments.
7. To ensure periodical account reconciliation with Customers to help keep abreast of account Balances and credit controls (unusual credit limit might lead towards rejection of the claim). Indeed, if the accounts are reconciled regularly both the parties shall not be able to deny in case of defaults or disputes.
8. In the case of a member who does not abide by the circulars, rules, regulations, and bye laws of SOP, his case shall be subject to review and result in no claim.
9. It is compulsory for all the members enrolled under the DIP program to settle the CASS and NON-CASS premiums of all MAWBS executed during the period, in case of non-settlement and non-deposit of premium for NON-CASS MAWBS, the eligibility of claim shall be Null & void of any/all case reported by member, accordingly, member required to ensure timely deposit of all NON-CASS transactions premium.

5.0 ACTION BY UIC

- a. On receipt of the intent of claim, UIC authorized representative will attend the joint meeting of FDSC regarding the discussion on the claim.
- b. UIC may also appoint a third-party government licensed surveyor to evaluate the claim.
- c. A third party surveyor will also be included during the subsequent joint meetings at FDSC for the settlement of the claim.
- d. In case of any additional documents required by third-party surveyors, it is the responsibility of the cargo agent to furnish the same for smooth management of the claim.
- e. After completion of documents, the Association will hand over all the documents to a third-party surveyor and /or UIC for referring the case to the UIC legal and audit department.
- f. UIC representative &/or third-party surveyor will present their views on a claim after necessary scrutiny of documents and discussion with all stakeholders involved in said case including defaulted customer, Airline, and other related stake holders.
- g. In case of a payable claim UIC will settle the claim immediately, i.e., within 60 days of the final report from the respective Association observatory duly signed by UIC and ACAAP.

6.0 EXCLUSIONS

1. Fruits and Vegetables and Personal effects / Households goods related shipments are not covered under shipper's liability.
2. Any shipment from NON-IATA Agents shall not be covered only shipment from the original exporter/ Shipper is covered.
3. No claim shall be entitled if any customer of the Cargo agent is a non-IATA, broker, or any third party.
4. International agent / shipper are not covered under DIP program, only those shippers are covered who have domiciled/registered with Pakistan's concern department (SECP or similar)
5. Default of cargo agent due to non-payment by non-IATA, broker or any third party shall not be entertained, only default of shipper whose name appears on MAWB shall be covered.
6. Defaulted shipper from ACAAP, PIFFA shall be treated equally defaulted by UIC with no claim.
7. No amount shall be payable with regards to the claim apart from the airline payable amount.
8. Claim shall not be entertained if intent or the premium is submitted with relevant quarters after the time period as mentioned in this SOP. In case of documents not verified from respective quarters claim shall not be payable.
9. UIC will not entertain any claim, if necessary, procedure by an agent by this SOP is not accomplished by an agent.
10. In case of any wrongful information by the cargo agent and adding of any other amount in the claim than the Airline's payable amount, no claim shall be entitled.
11. Any loss due to embezzlement and misappropriation or fraudulent activities of Air Cargo agent's employee shall not be covered.
12. Any cargo member who continuously booked the shipping of defaulter of the industry will not be eligible to attain any claim from the Insurance Company.
13. Premium payment clause: No claim shall be entertained if the Insurance Company did not receive the premium as per the stipulated period of MAWB for CASS & NON-CASS cases, not only for claimed reported MAWB but also all NON-CASS MAWBs executed during the DIP enrollment period.
14. The risk of terrorism and sabotage is not covered.