



Customer Insurance Benefits Products Disclosure Statement

Important Notice:

Please read this document in its entirety as it contains crucial information with respect to the type of coverage that will apply to your shipment. SMART MOVE, via its insurance agent provides \$10,000 per vault coverage at no additional cost.

About this summary of coverage:

This summary of coverage provides key information only about insurers and the insurance coverage available through Smart Move Insurance. This summary does not contain the full terms and conditions of the insurance which can be found in the policy wording.

This summary of coverage does not form part of your insurance contract. We reserve the right to change or limit any coverage.

Why do I need contents protection?

Events that cause damage can occur, usually without warning. Items kept in storage may have little or no coverage under homeowners' or renters' insurance policies. SMART MOVE is not responsible for damage to your stored property. That is why it is important to protect your possessions.

All SMART MOVE clients are automatically enrolled through the Property Protection Program, your contents will be covered against specific risks by a policy obtained by SMART MOVE. Coverage will be in force whether the container is on your property, in our storage facility or in transit.

Named perils only coverage:

If you perform any combination of vault loading, vault unloading, or transporting of the Smart Move vaults, your coverage will be limited to loss and damages caused by only the perils specified below and only if the loss and damage occurred while the shipment was in the care, custody and control of "Smart Move" or their authorized agent[s].

- Fire, lightning, explosion, flood, windstorm, hurricane, tornado.
- Documented collision, overturn, derailment or upset of the vault[s] or vehicle carrying the cargo.
- Collapse of bridges, culverts, roads, buildings, or storage systems.
- Water damage if the property is in a closed, sealed and locked vault at the time of the occurrence.
- Theft of the entire vault.
- Missing or lost items from within the vault, only if the approved seal and lock has been altered in any manner. At the time of delivery, both the "Smart Move" representative and the customer must document, in writing then be unloaded, unpacked and any missing items must be noted in writing and initialed by both the customer and the "Smart Move" representative in order for coverage to apply.



Extended protection:

If ALL loading of the vaults, transporting and unloading of the vaults is performed by “Smart Move” and/or their authorized agent[s], coverage will include the NAMED PERILS protection and will also include:

- Cracking, scratching, gouging, tearing, and breakage, if caused by “Smart Move” during packing, loading, and unloading providing notations are made on the Shipping Document at the time of loss or damage.
- Cracking, scratching, gouging, tearing and breakage, if caused by “Smart Move” during transit and storage, only if “Smart Move” performs an inventory/condition report complete with shipper’s notations and initials at both origin and destination.
- Damage or loss to the goods in a Packed-by-Owner box if there is physical evidence to the outside of the box that such damage or loss resulted from “Smart Move’s” negligence. Written exceptions for damage to the box must be noted on the delivery paperwork in order for any consideration to be given to Packed -by-Owner boxes.

Exclusions applicable to both the named perils and the extended protection coverage’s

Exclusions:

- Any item or collection valued at \$2,500 or greater unless declared and valued on the High Value Inventory and returned to “Smart Move” prior to packing and loading.
- Loss or damage to any item[s] specifically limited or excluded on the shipping documents.
- Live animals, plants and all food and beverage products.
- Hazardous materials and items that are corrosive, flammable or explosive (including firearms and ammunition.)
- Documents, stamps, currency, coins, money, bullion, letters of credit, deeds, securities, notes, accounts, bills of evidence of debt, tickets, passports, manuscripts, drawings, valuable papers of any kind and personal documents of any kind.
- Jewelry, watches, precious and semi-precious stones or metals, furs, and fur trimmed garments.
- Photographs, scrapbooks, picture albums, home videos, audio recordings.
- Trading cards, collectibles and memorabilia.
- Particle board and “ready to assemble” furniture of any kind, unless the damages are caused by an accident, upset or overturn of the transporting vehicle during transit.
- Any damage or loss unless the insurance premium/cost for the insurance has been paid.
- Perishable items.
- Damages caused by insects, moths, vermin, mold, mildew, rust oxidation.
- Inherent vice.



- Damages caused by climatic changes, extremes of temperature, atmospheric conditions, humidity.
- Loss of electronic data, media, programs and all computer software.
- Wear and tear, gradual deterioration, discoloration and any age related damages.
- Delay of shipment, loss of market, loss in value, loss of use or consequential damages.
- Government action and/or detainment, nuclear hazard, terrorism, war and military action and illegal transport and trade.
- Failure by the customer to prevent any further loss or damages to covered property.
- Obsolescence.
- Goods placed into or delivering out of mini or self storage facilities. These locations are considered final destination and as such, specific notations of loss and/or damages must be made on the delivery paperwork and initialed by both the customer and the “Smart Move” representative prior to the items entering the self storage facility.
- Missing items unless both the customer and the “Smart Move” representative acknowledge by their signatures that the seal and lock on the vault have been tampered with. The vault[s] must then be unloaded and unpacked and specific written exceptions must be written on the delivery paperwork in order for coverage to apply.
- Automobiles.
- Internal damages to electronics, computers, appliances or any device which “plugs in” unless the item has sustained physical damages which are readily visible and apparent.
- Loss and/or damage to articles which were packed by the owner.
- Wine collections and/or alcoholic beverages of any description.

How are losses settled?

In the event of damage from a covered loss, settlement is based upon the lesser of the cost to repair or replace the property with like kind, quality and condition at the time of loss or the declared value, or your ownership interest at the time of loss. In the event of loss, report your claim by calling Smart Move Insurance at: 1-800-963-0204.

Your claim will be assigned to a Smart Move claims adjuster for appropriate handling. You must comply with various duties to make a recovery including, but not limited to, making an inventory of lost or damaged goods. Photographs and video recording provide excellent proof of damages. In the case of theft, you must also file a police report. Do not dispose of damaged goods until the claim adjuster has inspected them. All claims must be reported upon discovery of damage.



Our service commitment to you:

Our aim is to ensure that all aspects of your insurance are dealt with promptly, efficiently and fairly. At all times we are committed to providing you with the highest degree of standard of service.

If you have any questions or concerns about your coverage or the handling of a claim, you should, in the first instance, contact the SMART MOVE claim center at 1-800-963-0204.

In the event that you remain dissatisfied and wish to make a complaint, you can do so at any time by referring the matter to the Client Satisfaction Department at Smart Move Inc.:

Client Satisfaction Department
Email: insurance@gosmartmove.com

How to make a claim under this insurance:

Naturally we hope you won't have any accidents or misfortune, but if you do and wish to make a claim under this insurance please contact the SMART MOVE claim center as soon as possible.

TO REPORT DAMAGES: To report damages, call the Smart Move claim Center at 1-800-963-0204. A representative will be available to assist you between the hours of 8:00 am and 5:00 pm Central time. You will have the option of leaving a detailed message to which you can anticipate a response within 24 hours on business days. You will be asked to complete the SMART MOVE CLAIM FORM and you must officially submit your claim to Smart Move Inc. within 65 days of your delivery date.

Coverage period:

Coverage commences once the shipper's property is in the care, custody and control of SMART MOVE and continues until the expiration date or until delivery to the shipper's final destination by SMART MOVE, which ever comes first.



Deductible:

Subject to the terms and conditions of the Policy, we will not pay an adjusted loss for any occurrence until the amount of the adjusted loss exceeds the following deductibles:

- A. A one time Certificate deductible of \$400, and
- B. Each item or collection valued at \$10,000 or more will have a separate deductible of 2% of declared value.
- C. \$2,500 for Named Storms (i.e. name or number assigned by the World Meteorological Organization).

The adjusted loss amount shall not exceed the lesser of the following amounts after deduction of any portion of the loss recoverable by you from a third party, and less the applicable deductible:

- (a.) cost to repair,
- (b.) replacement cost value; or
- (c.) the Tenant's interest in the covered property,
- (d.) the Declared Value; or
- (e.) the Limit of Insurance.

Significant limitations:

Limitations that apply to the whole of this insurance:

You are required to list any items or collection valued over \$ 2,500 in value on the SMART MOVE HIGH VALUE INVENTORY. This completed list must be forwarded to insurance@smartmove.com or by Fax at 1-720-488-0199.

Failure to return this form will result in no coverage for items valued at \$ 2,500 or more