



FAQ's

Frequently  
asked  
questions,  
answered.



## FAQ's

### **Q: Do I need "All Risk" Insurance?**

The answer is yes if you want to better protect against loss.

Yes, if you want to expand coverage to cover commonly excluded commodities, like alcoholic beverages, frozen and chilled produce, over-the-counter pharmaceuticals, and fireworks.

Yes, if you want to have something that acts like spike/gap insurance, increasing limits—and in real-time.

Yes, if you want to be paid for the full invoice value of your load, if you want the certificate holder in a "First Party Position" during the claims process, and if you want to protect against many threats not covered by carrier liability policies (too common to list here).

### **Q: Does your policy cover Acts of God?**

Yes.

### **Q: Does your policy cover unattended vehicles?**

Yes.

### **Q: Does your policy cover loading and unloading?**

Yes.

### **Q: Does your policy cover employee theft fraudulent pick up, and theft following the use of force or violence?**

Yes.

### **Q: Does your policy cover General Average?**

Yes.

### **Q: Does your policy cover riots, strikes, and civil unrest?**

Yes.

### **Q: Where am I covered geographically with this policy?**

Our policy covers U.S freight shipped domestically and internationally.

### **Q: How long has Loadsurance been around?**

Loadsurance was established in 2018 by a number of industry experts in both the North American transportation and insurance markets.

### **Q: What is Loadsurance's financial rating?**

Loadsurance only uses "A" rated security to ensure a world-class insurance product.

Loadsurance is an approved Lloyd's of London Coverholder, which is currently underwritten by various syndicates at Lloyd's. Lloyd's of London is the world's largest specialist insurance market with its origin dating back more than 330 years.

### **Q: Are you licensed to sell insurance?**

Loadsurance is a product which is offered and sold by Ursus Insurance Services, a producer entity licensed in all 50 states.

Loadsurance is also authorised and regulated by the FCA.

### **Q: How do I submit a claim?**

We make the claims process simple and straightforward so you can be compensated for your loss without delay. In the unfortunate event of loss or damage to your goods which may involve a claim under this contract, immediate notice of such loss or damage should be provided to Loadsurance as soon as possible so that we can act to assist you straight away.



## FAQ's

A new claim can be reported by any of the following options:

1. To enable claims to be dealt with promptly, you or your agents are required to complete our electronic First Notice of Loss (EFNOL) form. Loadsure's EFNOL can be found by logging in via Loadsure.net or Loadsure's partner portal.

Following completion of the EFNOL, you will receive notification from Loadsure to advise you of your unique claim reference number.

Our agent will also advise whether a survey will be necessary to deliver helpful advice and determine whether further information and documentation are required to process your claim. If a survey is necessary, our agent will make arrangements for the same through their local agent/surveyor.

2. Call our claims representatives directly on the toll-free number +1 855-479-2069 or send an email to [loadsure@wkwebster.com](mailto:loadsure@wkwebster.com).

### **Documentation:**

To enable claims to be dealt with promptly, you or your agents are required to complete our electronic First Notice of Loss (EFNOL) form as per the above instruction, including submitting the following supporting documentation where necessary:

- Commercial invoice
- Packing list, if applicable
- Original bill of lading and/or consignment note and/or other documentation evidencing the contract of carriage
- Delivery receipts

- Police report, if applicable
- Fire report, if applicable
- Photographic evidence of your loss

### **Q: How long does it take to purchase Loadsure's "All Risk" Policy?**

The purchase of our All Risk Policy is simple and quick; it takes 40 seconds or less on our self-service portal—and coverage can be automated or purchased in one click through custom integrations and third-party platforms.

### **Q: How long does it take to receive settlement of a claim?**

The vast majority of claims will be settled and paid to you within days or even minutes, but as we all know, some claims can be complex and require further investigation. In these difficult cases, final settlement may be slightly longer to enable our claims agent to fully assess and reconcile your claims payment.

### **Q: How will I get paid for a claim?**

Claim settlements will be processed by our agent, WK Webster. Payments can be received either through ACH or Electronic Check through our instant payment system.

### **Q: What if I want to cancel my policy?**

As we provide instant coverage, our policy is non-cancellable once purchased.

### **Q: What commodities are excluded under the Loadsure policy?**

The following cargo interests are excluded under this contract and will not be covered:

- Excluding all other classes of business plus the following cargo interests and as per Loadsure



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### Insurance Terms and Conditions Wording

- Cash & Financial Instruments: Documents, negotiable documents or instruments, monies of every description, securities, bonds, bullion, stamps, credit and debit cards, including telephone calling cards
- Temperature-Controlled products: Pharmaceuticals (other than FDA approved 'over-the-counter' pharmaceuticals which are not excluded), nutraceuticals (other than FDA approved 'over-the-counter' nutraceuticals which are not excluded), and narcotics/narcotic-based substances, including but not limited to marijuana, CBD, and THC
- Luxury goods: Furs, precious stones, jewelry, high-value watches, perfumes, antiques and art, tobacco or tobacco products
- Tech goods: Digital cameras, microchips, motherboards and/or memory of any kind which is not part of a complete system, mobile telephones, components, parts and accessories, digital camera photo sticks
- Live animals /plants: International transport of living creatures and life forms of any type and the domestic transport of non-livestock
- Other: Satellites, nuclear fuel, explosives, firearms, and ammunition
- Ordinary leakage, ordinary loss in weight or volume of the Subject Matter Insured
- Ordinary wear and tear of the Subject Matter Insured
- Inherent vice or the nature of the Subject Matter Insured
- Contamination of the Subject Matter Insured unless as a direct result of a peril insured against
- Delay

### **Q: What perils are excluded under the Loadsure policy?**

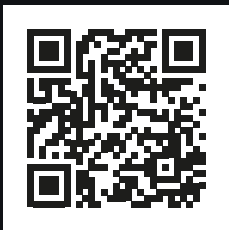
Our policy excludes loss or damage or expense caused by or resulting from:

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Get started today

Reach Out to Learn More



<https://get.mycarrier.io/easy-shipping>  
[info@go.mycarrier.io](mailto:info@go.mycarrier.io)  
(480) 500-1041

Loadsure is recommended, offered and sold by Ursus Insurance Services.  
Underwritten by various syndicates at Lloyd's.