

 A photograph of a large industrial warehouse with high ceilings, metal shelving units, and a forklift in the background. The lighting is bright, and the floor is polished concrete.**DATASHEET**

# Pacejet Protection is better shipping insurance that protects you, your customers, and your reputation

## Questions and Answers on Pacejet Protection

Pacejet Protection is a new “All-Risk” shipping insurance program being offered by Pacejet through Roanoke Insurance Group. The program is intended to cover your parcel and LTL shipping needs. This program will offer competitive rates and a quick and easy claims settlement process. The best part? Pacejet Protection is available through an integrated process that fits efficiently into your shipping program

### What is Pacejet Protection?

Pacejet Protection is an “All-Risk” shipping insurance program that provides shippers with far greater coverage than “Carrier Liability” Carrier liability limits a shippers ability to recover the real cost of the goods shipped. Carrier Liability is meant to protect the Carrier whereas a “Shipper’s Interest “ product protects you, the shipper.

### What does “All Risk” mean and cover?

All Risk coverage will pay claims regardless of whether a carrier is liable or not. In most cases, carriers only pay damage and shortage claims if they deem themselves to be negligent in the handling of a shipment. All-risk includes coverage for many carrier exceptions including theft, Acts of God, concealed damage and losses in and out of control of the driver along with other events not typically covered by a Carrier or Parcel Delivery Liability.

### What is the increased liability value with Pacejet Protection?

Whereas parcel carriers such as UPS and FedEx only allow for \$100 per package liability, while USPS covers only \$50 of liability for Priority Mail. Pacejet Protection provides up to \$10,000 coverage per package. With LTL, Carriers have a limit of \$25 per pound liability provided there are no exceptions. With Pacejet Protection, policy limits are \$50,000 for Less than Truckload Shipments.

### How is insured value calculated?

Insured value is based on the invoice value of the goods and the corresponding shipping charges.

### **What exceptions do carriers have that I might not know or understand?**

LTL carriers have many exceptions that will nullify or minimize their liability when it comes to claims. Shippers on FAK pricing have liability limits typically below \$25 per pound. LTL carriers also have liability limits based on spot quotes, volume shipments and commodities being shipped. Acts of God or stolen equipment are exceptions where LTL carriers don't pay claims. Parcel carriers deny claims for theft after leaving packages on doorsteps and acts of God. Pacejet Protection covers shippers and has very few exceptions.

### **Remember "Carrier Liability" is not insurance.**

Trying to navigate through the process can be mind boggling. Just remember one thing. Carrier Liability is not Insurance!

### **What exceptions exist in the Pacejet Protection program?**

There are "special Insuring Terms" for bulk goods, bagged items, ceramic and marble tiles, glassware, frozen foods, used or reconditioned goods, liquors and wines and scrap metal. Please consult the copy of our policy which we have posted on line. Remember that LTL carriers have an extensive list of restrictions that are far more problematic than Pacejet Protection.

### **How much does Pacejet Protection cost?**

With parcel and LTL carriers, purchasing excess liability can be costly not to mention that "liability" means that the carrier must be found to be liable. Pacejet Protection is competitively priced and can cover what carriers won't.

### **What is the turnaround time to pay a claim?**

Parcel and LTL carriers have 180 days to settle claims. Pacejet Protection partner Roanoke Trade can pay a claim in as little as 30 days. In order to do this you need to follow the instructions located on our website or directly at [www.coveragedock.com](http://www.coveragedock.com). Use the website to provide all of the required documentation required and you will receive an email confirmation of the receipt. If further information is needed a Roanoke Insurance Group claims adjuster will contact you.

### **How does Pacejet Protection work?**

It is an arduous process to add additional liability coverage with parcel or LTL carriers. With LTL, one must write the added value on the bill of lading and at times, get agreement from the LTL carrier they will cover the shipment for the requested amount in advance. With Pacejet Protection, you can opt to have all shipments covered for pennies on the dollar or select specific shipments for which you want added coverage. You simply input the shipment's value and commodity when booking choose insurance and you are done. We also have the opportunity for you to insure all of your shipments by default. You would of course have to agree to the terms and conditions of service.

### **Why is Pacejet offering this program?**

Simply put, it provides our customers more value. This program offered by Pacejet through Roanoke Insurance Group provides shippers individual savings at group rates. The only option for shippers today is to purchase additional liability through their carrier or to get their own policy.

### What is meant when a carrier tells me they have a “released value?”

A carrier’s job is to look out for themselves and thus have many exceptions to paying claims and limit their liability exposure by limiting the value of any shipment. For example, when using FAK pricing, a carrier, in their complicated rules tariff, might only cover \$5 per pound instead of the more customary \$25 per pound. That \$5 coverage is called “released value” as the carrier is releasing themselves from full coverage (even though \$25 per pound might not fully cover the cost of goods).

### Who is backing the Pacejet Protection program?

Roanoke Insurance Group/Munich Re Syndicate 457 is the underwriter for this policy. They have been writing transportation insurance for over 82 years and is the largest marine liability and claims handler in the country. Roanoke scripted this shipper’s interest policy with the Pacejet shipper in mind. We feel that there is a distinct need in our industry for this type of program and consulted the proper insurance company to facilitate this program. We now have an answer for a shipping group whose interests are not being serviced by the Carrier Community.

**Optimize your shipping strategy with Pacejet Protection. Interested in learning more? Reach out to our sales team and they will talk with you about all of your company’s shipping needs. Learn how Pacejet ‘s fully connected shipping platform can help businesses, like yours, grow.**