

## Most often asked questions on insurance

### **Why do I need insurance?**

When you have your belongings in your house, you have them covered with a Home and Contents Policy. This policy may not cover you when your goods are in transit. When you move your goods, these risks are made significantly greater.

Transit Insurance, offered by your removal company, is, in most instances, the most economical way to cover your goods in transit. If you think you don't need insurance you should ask yourself why you would insure your goods in your house where there is low risk, and not when they are moving into a situation, where damage is more likely to occur.

### **Don't removal companies have their own insurance?**

Under Australian law, removal companies do not have to carry insurance. However, as part of membership qualification, AFRA members as a minimum, must have public liability insurance, third party property and motor vehicle insurance, and Carriers Legal Liability Insurance for their own protection. This insurance does not cover your goods against accidental damage whilst in transit.

### **If I pack my own boxes, am I insured for losses or breakages in the carton?**

Because the removalist has not packed the goods, they can take no responsibility for the contents of the cartons in the event of any damages or breakages.



### **Get in contact!**

Call  
**1800 671 806**  
or email  
**[admin@afra.com.au](mailto:admin@afra.com.au)**



Australian  
Furniture  
Removers  
Association

## Insurance





### What is "Customer goods in transit & storage insurance"?

Insurance that covers your household goods from the time they leave one house until they are installed in another.

### Your insurance choices

Your removal company can arrange insurance that is designed specifically to cover household goods being moved from one house to another, including any periods of storage.

**Be sure to ask your AFRA Removal Company if they can arrange insurance for you.**

Your current insurance policy might provide this cover, but as many householders' policies do not cover goods while they are in transit or stored at a furniture warehouse, you will need to check with your current insurance company to ensure that you are covered.

**Make sure you read the Financial Services Guide and Product Disclosure Statement.**

To ensure that you obtain the cover you need, you should ask your removal company about any exclusions or limitations on the policy and the amount of any excess in the event of a claim.

### When do I need cover?

#### In transit

This insures your household goods while they are being packed and moved by your removal company, including any storage in the course of the move.

#### In storage

If your Removal Company stores your goods, the transit cover you choose can be extended to cover those goods during the storage period.

This will attract a separate premium. If you do not extend your transit cover for the periods of storage, your transit policy ceases when goods are unloaded into the warehouse.



### Warning

Insurance policies can differ from one company to another and your AFRA member company will be able to assist you in explaining your insurance options available.

If in doubt, call **AFRA** on **1800 671 806**.



### How much should I insure for?

Your removal company will provide you with an insurance declaration to assist you to arrive at the value you need to protect your goods. It is important not to undervalue your goods, as the values stated by you are the maximum amounts that will be considered in the event of a claim.

TO FIND OUT MORE go to  
[www.afra.com.au](http://www.afra.com.au)

