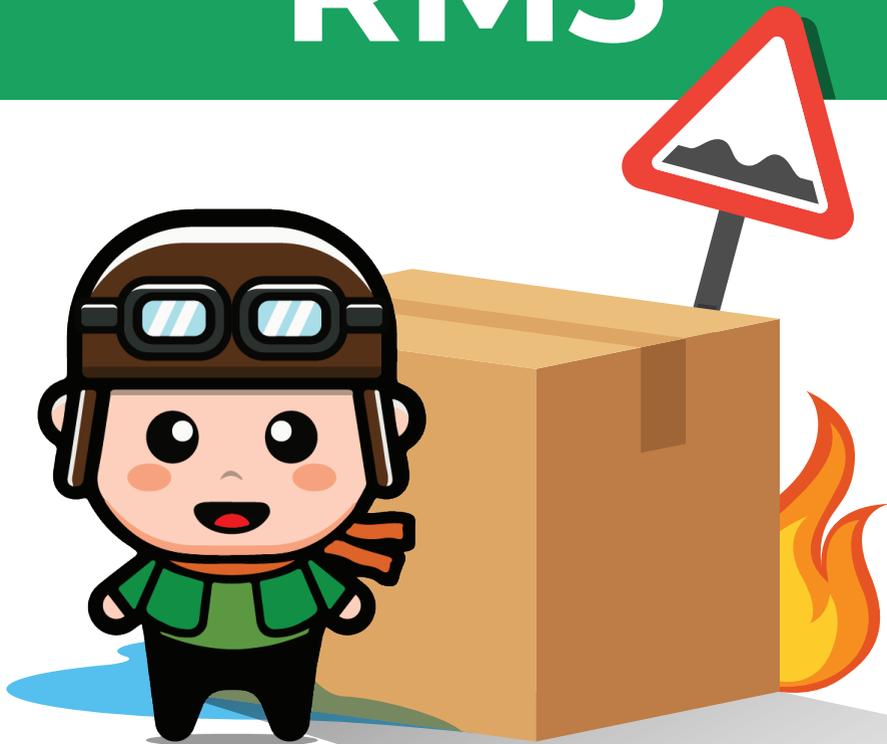


Protect Your Parcel Now.
From as low as

RM5



Up to

RM30,000

coverage per consignment

* Default Liability RM200



CITY-LINK
Express

Xpresscover support
012-2915505

Powered by

**XPRESS
COVER**

www.parcelguard.com.my

FAQ - Frequently Asked Questions



1 What is ParcelGuard coverage?

Backed by an established third party insurance company, ParcelGuard is a customised solution for carriers that offer to protect your consignment from any probable downside risks.

The cover provides extensive protection against All Risks from the time of collection/receipt by Carrier until delivery to the consignees. The cover is deemed expired upon successful delivery of consigned goods to the destination.

2 What is All Risks?

Any physical **Loss** or **Damage** against ParcelGuard Coverage Terms & Conditions.

3 What will be the liability?

ParcelGuard will override courier company existing liability of RM200 and increase the amount of liability to the full value of a consignment subject to the maximum liability of **RM30,000** per consignment note.



4

Rate & Charges?

ParcelGuard Coverage = Value of Consignment X Rate Surcharge (as per ParcelGuard Pricing table).

Scenario 1:

Sender ABC Sdn Bhd, wishes to send a mobile phone from PJ to JB. Sender informs us that such mobile phone is worth RM1,299. According to the ParcelGuard Pricing table, mobile phone rate is 1.0%.

Therefore,



Rate = 1.0%

RM1,299	x	1.0%	=	RM12.99
VALUE OF CONSIGNMENT		RATE		PARCELGUARD SURCHARGE

5

What can be covered?

ParcelGuard can cover all general items **EXCEPT** dangerous, illegal, chemical, jewellery or highly fragile items. If you have doubt whether your item can be covered, kindly contact any nearest Citylink Express Station or contact your account in-charge.

6

How to claim?

To claim a loss or damage parcel, kindly go to

www.parcelguard.com.my/claim 

and submit a claim form online.

Claims will be paid within 14 working days after sufficient claim documents are received by ParcelGuard customer service.

7

Who is the insurer?

AXA AFFIN General Insurance Bhd.



HOW IT WORKS?

1

SIGN UP

Login to www.parcelguard.com.my.



2

DECLARATION

Declare the contents of your parcel.



3

GET APPROVAL

Approval within 30 seconds by insurance company.



4

COVER

Get instant coverage before you ship.



DECLARE NOW!

