



Insurance For The Moving Industry

Insight for
Removal Managers



Reason Global
Insuring your reputation

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Contents

- Introduction
- What Is Insurance?
- Customer Goods
- Liability
- Insurance Cover
- When Disaster Strikes!
- What Happens Next
- Mandatory Insurance
- Other Insurance



Introduction

Reason Global are the UK's leading experts and the only Lloyd's of London broker solely specialising in insurance for the moving, self-storage and relocation industries.

Holding over 100 years of combined experience, we work closely with many of the key global organisations supporting best practice, including FIDI, IAM, and ARP/EuRA.

Professional Advisors to the British Association of Removers.

What Is Insurance?



Answer: Insurance is a risk transfer mechanism



Customer Goods

When a move is carried out, how might the customer's possessions be financially covered in the event of damage or loss?



Customer Goods

There are two ways in which a customer may choose to have their possessions protected against damage/loss:



Liability

Legal Liability protection
for the mover



Cover

All Risks for customers



Liability



Liability

Legal Liability protection
for the mover

Trading Conditions & Contractual Liability Insurance

Key Points – Liability:

- The mover promises to compensate the customer if goods are damaged or lost
- The mover will have a clause in their contract confirming their responsibility to deliver the customer's goods in the same condition as they were collected.
- The mover's contract is subject to certain terms and conditions



Liability: Relationships

When there is a damage/loss



The Customer



The Mover



**Insurance
Company**

Insurance Cover



Cover

All Risks for
customers

Insurance for customers

Key Points – Insurance:

- The customer buys insurance cover in their own name
- The insurance can be extended to cover storage at an approved warehouse



Insurance Cover: Relationships

When there is a damage/loss



The Customer



The Mover



**Insurance
Company**

When Disaster Strikes!



What type of disaster risks might a removals and storage business want cover for?





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When Disaster Strikes!

What could be the consequences of a major fire at a removals and storage operation?

- **Loss of buildings**
- **Loss of all contents**
- **Vehicles burnt out**
- **Fatalities/injuries**
- **Customers property destroyed**
- **Business unable to operate**
- **Records destroyed**
- **Loss of jobs**
- **Environmental damage**
- **Legal costs and prosecution**
- **Loss of reputation**
- **Possible bankruptcy**

What Happens Next

In the event a major disaster i.e. fire. what happens to: **The Customers Goods?**



Customers Goods

The majority of removers will offer customers insurance to cover their goods while stored. Customers will either; accept the product and specify their value/details, or decline as they have their own insurance in place.

What Happens Next

In the event a major disaster i.e. fire. what happens to: **Buildings & Contents?**



Customers Goods

The majority of removers will offer customers insurance to cover their goods while stored. Customers will either; accept the product and specify their value/details, or decline as they have their own insurance in place.



Buildings & Contents

Removers will normally have a Commercial Combined policy which covers their belongings. As long as their policy details and values are correct and up to date their buildings and contents will be covered.



What Happens Next

In the event a major disaster i.e. fire. what happens to: **Vehicles?**



Customers Goods

The majority of removers will offer customers insurance to cover their goods while stored. Customers will either; accept the product and specify their value/details, or decline as they have their own insurance in place.



Buildings & Contents

Removers will normally have a Commercial Combined policy which covers their belongings. As long as their policy details and values are correct and up to date their buildings and contents will be covered.



Vehicles

A Motor Fleet or Vehicle policy will need to be in place to cover vehicles damaged. The insurer will pay for the replacement of vehicles to their current market value.

Mandatory Insurance

If you are an Owner or Director of a removals business what insurance must you have by law?

There are two mandatory forms of insurance that will need to be in place:

- 1) Road Traffic Act Cover**
(normally part of a Motor Fleet policy)
- 2) Employers Liability Cover**
(to protect your employees)



Other Insurance

What other types of insurance might a business want to take out?



- Directors & Officers Cover
- Forklift Truck Cover
- Legal Expenses
- Personal Accident Cover
- Cyber Liability (*becoming increasingly popular*)

For more information please don't
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