



## PRODUCT DISCLOSURE SHEET

This Product Disclosure Sheet (PDS) provides you with key information on your insurance. Other customers have read this PDS and found it helpful. You should read it too.

### 1. What is QBE Transport Operators Liability

This policy covers legal liability arising from the provision of insured transport-related services, typically provided by transport operators, freight forwarders and logistics service providers.

### 2. Know Your Coverage

This insurance provides the following coverage as a base:	
This policy covers:	This policy excludes:
<p><b>Section A – Cargo and Related Liabilities</b></p> <ul style="list-style-type: none"> <li>• Physical loss of or damage to Cargo under compulsory transport law or approved contracts</li> <li>• Consequential loss arising from such cargo loss or damage</li> <li>• Incorrect or wrongful delivery of Cargo due to negligent acts or omissions</li> <li>• Delay in handling Cargo</li> <li>• Contributions to general average or salvage that cannot be recovered from Customers</li> </ul> <p><b>Section B – Third Party Legal Liability</b></p> <ul style="list-style-type: none"> <li>• Third-party bodily injury</li> <li>• Loss of or damage to third-party property</li> <li>• Consequential loss arising from such injury or damage where liability arises from an Accident while performing Insured Services.</li> </ul> <p><b>Section C – Liability for Fines &amp; Duty</b></p> <ul style="list-style-type: none"> <li>• Import or export of Cargo</li> <li>• Carrying equipment</li> <li>• Immigration</li> <li>• Safety of working conditions</li> <li>• Cover is subject to strict exclusions and legality conditions.</li> </ul> <p><b>Section D – Claims Expenses</b></p>	<ul style="list-style-type: none"> <li>• Precious items, live animals and plants</li> <li>• Liability assumed without fault or negligence</li> <li>• Mysterious disappearance or unexplained loss</li> <li>• Illegal trade, fraud or dishonesty</li> <li>• Damage to property owned, hired or controlled by the Insured</li> <li>• Employee bodily injury or employment-related claims</li> <li>• Pollution</li> <li>• War, terrorism, nuclear risks and cyber attacks</li> <li>• Road vehicles, vessels or equipment owned or operated by the Insured</li> </ul>
<p>This is a claims-made liability insurance policy designed for transport operators, freight forwarders and logistics service providers.</p> <p><b>Note:</b> This list is <b>non-exhaustive</b>. You should refer to the policy for the full list of terms and conditions or speak with your servicing agent, or us directly to understand the coverage.</p>	
<p>The period of cover is the duration of your contract works, which may vary from case to case.</p>	

### If you have any questions or require assistance with our insurance:

Call or email us at:  
Tel : +603 7861 8400

e-mail : [cs.mal@qbe.com.my](mailto:cs.mal@qbe.com.my)

You may visit us at  
<https://www.qbe.com/my/contact> for  
other contact methods that you prefer

If you have any complaints on our products or service, please reach out to us. If our complaint resolution does not satisfy you, you may refer to:

Financial Markets Ombudsman Service @ [www.fmos.org.my](http://www.fmos.org.my)

or

BNMLINK @ <https://bnm.gov.my/BNMLINK>

Please visit <https://www.qbe.com/my/service/charter> on our commitment to you.

## 3. Know Your Obligations

The premium you have to pay may vary depending on the sum insured required, risk exposure, and our underwriting requirements.

### You also have to pay the following fees and charges:

Commission:	<b>15% of premium (included in premium)</b>
Stamp duty:	<b>RM 10.00 per policy (excluded in premium)</b>
Service Tax*	<b>8% of premium (excluded in premium)</b>

\*QBE Insurance (Malaysia) Berhad reserves the right to adjust the Service Tax rate applied to policy premiums in accordance with any alterations to the prevailing Service Tax legislation and guidelines.

## 4. Other Key Terms

- You must give all the facts in your application form fully and accurately.
- In any event, you must not without the consent in writing from us make any admission, offer, promise or payment in connection with any occurrence or claim.
- Premium Warranty: The premium due must be paid and received by us. Please refer to your schedule, endorsements or premium payment terms for details on premium due dates and consequences of non-payment.
- Deductible/Excess: the amount specified in the policy which must be borne by the Insured for each occurrence
- Change in risk: Insured must notify us immediately if there is any material change in risk.
- Claim: You must notify us immediately of any claim and take reasonable steps to minimize the loss or damage. Claim notices must be in writing to us, giving detailed proofs and particulars. Please visit <https://www.qbe.com/my/claims> for the step-by-step process on how to make a claim with us.

**Note:** This list is **non-exhaustive**. You should refer to the policy for the full list of terms and conditions or speak with your servicing agent or us directly to understand what you are covered on.

## 5. Can I cancel my policy?

Yes, you may cancel your policy at any time by giving a written notice to us.

Upon cancellation, you are entitled to a partial refund of the premium according to the terms and conditions of the policy, provided you have not made a claim.

This provides a summary for your quick and easy reference of the product, and you should also read the policy. You should speak with your servicing agent or us directly to understand any of the contractual terms, prior to purchasing the policy.

The benefit(s) payable under eligible certificate/policy/product is(are) protected by PIDM up to limits. Please refer to [PIDM's TIPS Brochure](#) or contact QBE Insurance (Malaysia) Berhad or PIDM (visit <http://www.pidm.gov.my>).

QBE Insurance (Malaysia) Berhad is licensed under the Financial Services Act 2013 and regulated by Bank Negara Malaysia.

The information provided in this disclosure sheet is issued on 01Jan2026 and will be valid until the next periodical review.