



UPS Capital®

FREQUENTLY ASKED QUESTIONS

InsureShield® for UPS® Packages



HOW DO I INSURE MY SHIPMENT?

- You must declare a value when processing your shipment. See these shipping systems on the next page.
UPS.com CampusShip WorldShip ShipStation
- There is no need to declare value if you have a policy for automatic coverage.



HOW WILL I BE BILLED?

- Most customers will be billed by UPS and premium charges will be noted as Declared Value line items on your UPS® invoice.
- Otherwise, UPS Capital Insurance Agency, Inc. will mail or e-mail your invoice on a bi-weekly billing cycle.



WHAT IS MY MAXIMUM INSURED VALUE PER PACKAGE?

- We offer up to \$70,000 on UPS Next Day Air® packages and \$50,000 on other packages unless stated otherwise on your insurance policy declarations page.



HOW DO I DETERMINE ADEQUATE VALUE AND COVER MY COSTS?

- You should declare the invoice value of your sold goods.



WHAT DO I DO WHEN I HAVE A CLAIM?

- Our claims process has gone paperless.
- Please log in to **UPSCapital.com** where you can file and check the status of your claim.



HOW DO I GET HELP?

- For claims inquiries, please call **1-866-385-2130**.

Where to declare value on **WorldShip®**

Where to declare value on **ups.com**

Where to declare value on **CampusShip®**

Where to declare value on **ShipStation®**

If you use a third party shipping system, refer to that company's guide on how to enter **“declared value”**.

Insurance coverage is underwritten by an authorized insurance company and issued through licensed insurance producers, including UPS Capital Insurance Agency, Inc. (“UPSCIA”), a subsidiary of UPS Capital Corporation (“UPS Capital”). The insurance company, UPSCIA and its licensed affiliates reserve the right to change or cancel the program at any time. You may be offered the opportunity to insure eligible shipments under a policy of insurance (the “Policy”) issued: (i) directly to you; (ii) to UPS Capital; or (iii) to the sender/ publisher of this communication. Where the Policy is issued to UPS Capital or such sender/publisher, such Policy extends coverage to your eligible shipments, but you are neither an insured nor an additional insured under such Policy. In the event of a loss covered under such Policy, any resulting claim payment shall be directed to you as a loss payee. This information does not in any way alter or amend the terms, limitations or exclusions of the applicable Policy and is intended only as a brief summary. Insurance coverage is not available in all jurisdictions and coverage is governed by the terms, conditions, limitations and exclusions set forth in the applicable Policy.