



Customs Inspection Insurance - FAQ's

Question: What is the cost of the policy?

Answer: LoadStar pricing can be found at the following link: <https://loadstarins.com/pricing>

Question: What is the highest limit of coverage that can be purchased per container?

Answer: \$5,000 limit is offered on all containers.

Question: Is it possible an inspection of a container could exceed \$5,000?

Answer: Yes. The policy covers the first \$5,000 of loss. The limit is expected to cover a large majority of all inspections.

Question: What Inspections are covered by the policy?

Answer: CBP Inspection Invoice charges for an X-Ray Exam, Tailgate Exam and Intensive Exam are covered by the policy.

Question: When do I have to purchase the insurance?

Answer: The insurance must be purchased before the Export Date listed on the Entry Summary.

Question: What inspection fees are not covered by the policy?

Answer: Damage to contents of the container, demurrage charges levied by the shipping line, CES per diem/yard demurrage charges past 5 days after the last free day, confiscation and seizure of contents by the CBP, prohibited or restricted items on the CBP website, shipments held due to violations of international law, any cost of bonds and products that fail to comply with the regulations of the United States Consumer Product Safety Commission.

Question: Are any imported products ineligible for this product?

Answer: We are currently not offering insurance for agricultural related products.

Question: Are any Countries of Shipment or Port of Origin excluded?

Answer: Yes. We are prohibited from offering policies covering products from sanctioned countries.

Questions: Is there a deductible charged for the claim?

Answer: No – there is no deductible. Claims reimbursements are paid up to the maximum policy limit with considerations to any exclusions of coverage on the inspection invoice.

Question: Who is being insured?

Answer: The Freight Forwarder is the insured under the policy. The Importer is required to endorse a transfer of insurable interest by way of a Customs Inspection Fee Waiver.

Question: Are there any restrictions on Importers?

Answer: First time Importers are not eligible for the waiver or coverage.

Question: How are claims paid?

Answer: Once the Inspection Invoice and Entry Summary are uploaded into the LoadStar system, reimbursement will be made in 24-48 hours through authorized EFT (Electronic Funds Transfer) or check.

Note: This document is provided for FAQ's and is not intended to provide all exclusions to the policy.