



Insurance Overview (UAE)

APPLIES TO
UDB Logistics FZCO (DIEZ)

VERSION
v1.0

LAST UPDATED
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OWNER
Finance (Finance Manager)

GOVERNING LAW
UAE / Dubai Courts

EFFECTIVE DATE
14 Feb 2026

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UDB-UAE-INSURANCE-v1.0

CONTACT
compliance@udb.ae

1. Default position

Unless agreed in writing, cargo insurance is not included in UDB services.

2. Insurance on request (case-by-case quotation)

Customer may request cargo insurance for a specific Shipment by:

- writing "Insure shipment" in the booking request, or
- emailing compliance@udb.ae with AWB/booking reference and cargo value evidence (invoice).

UDB may provide a case-by-case insurance quotation for approval prior to placement.

3. Required information to quote

- Cargo description and value (invoice)
- Route and dates (origin/destination)
- Packing method
- Any special risks (high-value, fragile, DG where applicable)

4. Confirmation & COI

Insurance is confirmed only after written acceptance and placement of cover. UDB will use reasonable efforts to provide the COI (or cover note / broker confirmation) typically within 3 business days after placement, subject to insurer issuance and availability.

Claims payable to the Customer (loss payee), unless otherwise agreed in writing.

Coverage is typically on ICC(A) terms (All Risks), subject to insurer wording and exclusions, unless otherwise agreed in writing.

COI details will include: insurer, policy number, coverage limit, deductible (if any), reference to applicable perils/exclusions, and claims contact.

4A. Shipment insurance standard (if purchased)

Unless otherwise agreed in writing, the standard insurance arrangement includes:

- COI / cover note delivery typically within 3 business days after placement;



- Customer as loss payee;
- ICC(A) / All Risks coverage by default; and
- COI fields as listed above.

Any enhanced compensation is contractual (if applicable) and governed by the relevant addendum, not by insurance unless expressly stated.

5. Insurer terms

All insurance cover (if purchased) is subject to insurer terms, exclusions, limits, and claim requirements.