



## My shipping insurance

If you perform services for Glovo, you can benefit from full insurance coverage in relation to shipping.

The coverage is valid as long as you are delivering an order for Glovo and you are correctly logged in to the platform with all documentation in order.

This insurance coverage is at no cost to you.

## Who does it cover?

All correctly registered Glovo couriers at the time of performing a service for Glovo.

Couriers must prove that they were carrying out a service for Glovo at the time of the accident.

The insurance covers all delivery stages for any land vehicle: bicycles, motorcycles, mopeds, as well as any stretches made on foot to complete the delivery.

### Who isn't covered?

Anyone not registered on the Glovo platform and who does not have a commercial contract in force.

Excluded are goods\* such as: tobacco, alcohol, drugs, weapons, precious materials, copyrighted software and media, counterfeit and unauthorised products, lottery and betting tickets, pharmacy sale products, stolen or illegal goods and other offensive goods.

## What does the policy cover?

- The insurance covers the replacement value of damaged, stolen or lost goods provided that they have been properly monitored and looked after.
- The maximum limit insured for each trip is €4,000, and €500 in jewellery.
- The insurance has an excess of €50, in order to prevent misuse.

### What isn't covered?



Your mobile



Your  
bicycle, motorbike  
or transport vehicle



Any other personal or  
transported item

# Your insurance company



We only work with insurance companies that support our vision of protecting policyholders, couriers and beneficiaries.

Your Personal Accident policy is managed and administered by Ferrer&Ojeda Asociados, Correduría de Seguros, S.L. and collaborating partners, and is subscribed by insurance company **Zurich Insurance PLC**, Spanish Branch.

## How should you make a claim?

To make a claim and activate your cover, you need to fill out the form below, which you will find in the "Make a claim" section of your App: <https://ferrerojeda.force.com/glovo siniestros/>

It is very important that you understand that you must provide all the information and evidence necessary to substantiate and support your claim and that the insurance company can authenticate it. This will ensure proper handling of your case.

### When did the damage, theft or removal of the goods take place?

-  **Where did it take place?**
-  **Can you explain what happened? And the damage to the goods?**  
Describe the circumstances and damages. Attach photos if possible.
-  **Who was involved?** If possible, collect a form of ID and the contact details of all persons involved, as well as statements that might help clarify the facts. If a motor vehicle was involved, provide the details of said vehicle (registration number) and confirm whether there is a mutual declaration of accident report.
-  **Contact the police.** Call the police as and when needed. Provide a police accident report if possible.
-  **Information related to the injured/affected third party.** In order to process your claim correctly we will need as much information as possible. Provide the contact details of the injured/affected third party if possible.

## Contact us

**If you have any questions, please get in touch!**

 [claims.glovo@ferrerojeda.com](mailto:claims.glovo@ferrerojeda.com)