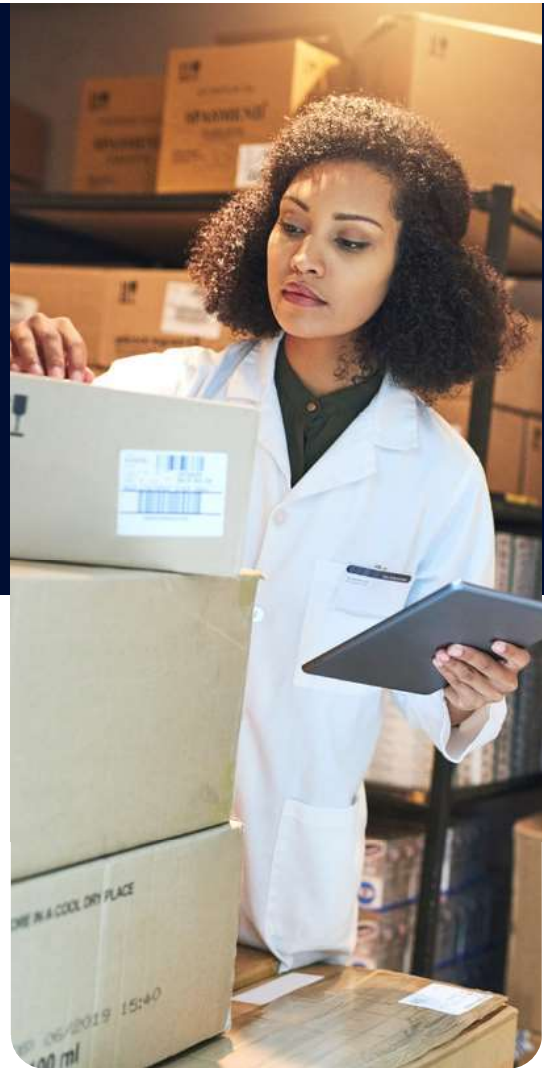




Biotechnology Innovation Organization



WHAT'S NEW FOR MEMBERS

Enhanced Coverage

- Discounted rate of \$1.45 per \$100
- Increased limit of liability from \$50K to \$100K
- Added porch piracy coverage
- Added time-in-transit coverage for Next Day Air packages
- Now covers the full invoice value of goods PLUS the shipping charges
- New 9-month window to file claims AND 90 days to file a concealed damage claim

Enhanced Customer Experience

- UPS Healthcare branded claims portal with easy customer access
- Fast, best-in-class claims processing, with auto-populated fields
- Reduced claims resolution time – 5 days or less on average with 95% of valid claims approved*
- Digital payment options, such as ACH and Zelle available, with more on the way

ACTIVATION INFORMATION

Ease of Use

- No disruptions – continue shipping packages as you have been
- Your choice – declare value on the packages you wish to insure
- Charges for insurance will appear on your individual UPS bill
- Note: Must declare value of at least \$101 to activate coverage

Simple Implementation

- No action or integration required – all qualified customers are covered by the InsureShield® Shipping Protection policy
- To request a custom policy, contact [UPS Capital Insurance Agency](#).

IMPORTANT LINKS & CONTACT INFORMATION

- To review the Terms & Conditions, please click [here](#)
- If you wish to opt out of InsureShield® Shipping Protection or have any questions, please contact UPS Capital at insureshieldsupport@ups.com
- To access the UPS Healthcare Claims Portal and related FAQs, please click [here](#)

*Figures based on Figures are based on aggregated insurance and non-insurance claim payment data collected by UPS Capital Insurance Agency, Inc. for the annual period ending December 31, 2023. Insurance coverage is offered through UPS Capital Insurance Agency, Inc., a licensed insurance producer. If you elect protection for your shipment, it will be insured under a policy of insurance, but you are not an insured under the policy. In the event of a loss covered under such policy, any resulting claim payment will be directed to you as a loss payee. All descriptions or illustrations of coverage are provided for general informational purposes only and do not in any way alter or amend the terms, conditions, or exclusions of any insurance policy or program. Insurance coverage is not available in all jurisdictions or to all customers.