

## Removals and Insurance

1. **Why don't Agility cover my insurance?** Agility is not permitted by the MoD to sell insurance to users of the MoD removals service or to charge the MoD for insurance to cover a service move and as such do not provide it.
2. **Can't I just add it to my home insurance?** You can, but this is not bespoke insurance and will mean your home policy insurance could elevate in the event of a claim; home insurance typically does not work for RSO shipments. Some contents insurance offered will already include cover for the temporary movement of contents from the home; this cover is typically called 'contents in transit'. Some insurers will not cover contents while they are in transit at all, so you may need to take out additional cover regardless. Users of the MoD removals service are strongly advised to enquire with their insurer cover specifics before determining the need whether to take out bespoke removals insurance to cover a service move.
3. **Why do I have to claim on my insurance if the removals company caused the damage.** The contract for service removals from the MoD specifies that no insurance may be charged by Agility and Mod employees should obtain their own insurance coverage should they wish to. As a result, Agility cannot charge for cover and therefore cover is absent.
4. **I'm going overseas do I need extra insurance?** For all removals the advice is to procure a stand-alone one-off policy which covers your goods correctly. International removals insurance is vital to securing your belongings on a long journey abroad. It ensures additional security, resulting in a safer international house move. It is important to value your goods and determine how much they would cost to replace as this will assist insurers with the premium calculation. There are several marine cargo insurance policies available that provide door-to-door Coverage; you'll be insured from the moment your goods are collected to when they are delivered to the destination delivery address.
5. **I'm going overseas and need to put belongings in storage, do I need separate insurance for that?** It is a requirement to have insurance in place before your goods will be accepted into storage. Be aware that storage cover is not usually provided as part of a normal house insurance policy, and you may need to take out separate insurance cover.
6. **Why are removals taking so long to get to overseas postings?** There remain challenges related to container sourcing, port strikes and shipping disruption caused by current global events other environmental factors coupled with the fact that shipping lines can change schedules and port delays occur. There is a requirement to ensure that goods are collected and moved to the port in order to await the next available sailing. On occasion there can be delays experienced that lie outside the control of the supplier with shipping companies not beholden to provide a full readout to suppliers in order to pass on to AU as to why delays have occurred.
7. **How far in advance can I book removals for UK and overseas?** Users can apply up to 6 months prior to assignment start date in accordance with current regulations, JSP 800, Volume 2, Passenger Travel Instructions refer. Applications are to be completed using the Agility booking tool and must be confirmed by provision of a valid Assignment Order before moves can be allocated to suppliers. Once booked, users will be contacted directly by suppliers to arrange survey, discuss timelines and other important details relating to the move.
8. **How do I book removals?** Authorised users of the MoD removals scheme are requested to log on to Agility shipment registration system <https://grms-external.agility.com/> and follow instructions to register, complete and submit a request for removals services noting again that applications must be validated with copy of the Assignment Order to enable booking confirmation and initiate supplier engagement with the Authorised User.

9. [Why isn't there a survey conducted for self-pack boxes?](#) Surveys are not required for self-pack (boxes) moves; the supplier (courier) will engage with the QM dept to arrange collection / delivery. Dates are not confirmed directly to the Service Person. In the case of SPS(Furniture) moves, suppliers will engage directly with Service Person once the booking is confirmed.
10. [Why is there a need to conduct a virtual survey sometimes?](#) There are occasions where it is not possible for a supplier to conduct a physical survey of your personal goods in order to estimate volume to be moved. The supplier is able to record an accurate volume using the bespoke technology they use to assist them with the survey. Staff will provide an accurate survey of that presented that will enable Authorised Users to determine if they are up to, under or over entitlement.
11. [How do I make a complaint?](#) In the unfortunate event that a user of the service wishes to log a formal complaint, individuals should complete the Complaint Form found on the [Agility GRMS Welcome Page](#), and direct the Complaint Form submission directly to [QualityControl@Agility.com](mailto:QualityControl@Agility.com). Please note that the customer survey form issued by Agility post move should be used to provide feedback regarding your move in the first instance.
12. [What if I don't agree with the outcome – who do I go to then?](#) If an Authorised User is not satisfied with the outcome of an investigation carried out on their behalf by Agility the matter will be examined by Top Management followed by escalation to the appropriate Front Line Command POC for review and response.