



SHARING ECONOMY & MOBILITY GROUP

Usage-Based Last-Mile Delivery: Empowering Restaurants, Retailers, Platforms, and Workers

From produce and pizza to toiletries and toys, consumers are now relying on delivery from local restaurants and online retailers more than ever. While people haven't been moving as often lately, packages are. Even as we emerge from the current health crisis, with more companies extending work-from-home, the way businesses get their products to customers has changed.

- Retailers have converted from in-person sales to on-demand deliveries virtually overnight.
- Individually owned vehicles are often making these deliveries, rather than employer-owned vehicle fleets.
- Employees, furloughed individuals, and independent “gig” workers are often behind the wheel.

For safety and convenience, a shift toward last-mile delivery may become more permanent.

Marsh deliveryPRO offers a solution for managing last-mile delivery risk. It enables individual drivers — either employed or by contract — to deliver

products to customers using their own vehicles, and protects them from claims arising out of these deliveries. With usage-based “price-by-mile” premiums, you only pay for the coverage you need — allowing your insurance costs to keep pace with your growth. This also helps to isolate the exposure, and insulate other parts of your casualty program.

Product Highlights

Developed in conjunction with AXA XL and mobility data and analytics company Arity, Marsh deliveryPRO offers a customizable mobility insurance solution that enables businesses to meet the increased demand for same-day delivery of their products more efficiently.

WHO IT'S FOR

Any business or company that:

- Is looking to enter or streamline e-commerce with a more efficient usage-based insurance strategy for last-mile delivery operations.
- Uses employees or independent contractors to deliver goods or services to customers using the drivers' own vehicles.
- Is comfortable assuming a self-insured retention of \$500,000 or more.

WHAT YOU GET

- Exclusive capacity with one of the AXA XL Insurance Companies.
- Usage-based “price-by-mile” coverage.
- Bespoke policy language, tailored to your delivery operations that clearly marks where coverage begins and ends.
- Limits of \$500,000 to \$1 million available excess of a minimum \$500,000 self-insured retention.
- Telematics from Arity, if no system currently exists to track mileage or report claims.
- Pay-per-use claims support with VeriClaim, a division of Sedgwick, if no current existing relationship is in place.

With deliveryPRO, Marsh clients can purchase a minimum of \$500,000 in exclusive limits (third party bodily injury and property damage) auto liability from AXA XL in excess of a minimum \$500,000 self-insured retention for their hired and non-owned delivery exposures.

The policy acts as auto coverage when the driver is on an active delivery, as tracked by the deliveryPRO platform powered by Arity or other existing technology. Premiums are based on the number of miles driven for the delivery.

Policy language is tailored to meet policyholders' unique delivery operations — for example, buyers have the option to buy physical damage cover instead of self-insuring, with \$1,000 and \$2,500 deductible options at actual cash value, with \$30k maximum limits.

In the event of a loss, policyholders can receive pay-per-use claims support from VeriClaim, a division of Sedgwick. Expert consulting services are also available to ensure that coverage intent.

Why Marsh?

The Marsh Sharing Economy and Mobility Group invents new ways to insure emerging forms of mobility, sharing, and trust. With deep experience in serving retailers, restaurants, transportation companies, technology, mobility providers, and the sharing economy, Marsh understands your business and critical risks like no other broker. Our innovation has resulted in several industry milestones, including the first:



Ride-share policy, providing protection for both users and drivers



Insurance for peer to peer car-share platforms, to meet vehicle registration requirements



E-scooter rider liability policy — 1st and 3rd party, to meet city requirements and win licenses to operate



Liability policy for providers of shared experiences and owners of shared personal residences



Autonomous vehicle insurance — for automobiles, testing, or trucks



Usage-based general liability, priced by activity or task



Bespoke contingent liability for gig independent contractors

For more information on Marsh deliveryPRO, contact your Marsh representative or:

JAMES ROSE
SVP, Sharing Economy and Mobility Group
james.rose@marsh.com

ROB BAUER
Sharing Economy and Mobility Practice Leader
rob.bauer@marsh.com

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