

Compensation Amounts and Types

Inquiry type	Compensation Amount
Lost/Totally Damaged Ordinary Parcel	40SDR per parcel + 4.5 SDR per Kg
Partially damaged/riffled Ordinary Parcel	Actual value of the theft or damage
Lost/totally damaged registered M Bag	150 SDRs
Loss/totally damaged insured parcel	Insured value
Partially damaged/riffled Insured Parcel	Actual value of the theft or damage but it should not exceed the amount of the insured value in SDRs.
Lost/totally damaged registered letter	30SDR
Partially damaged/riffled registered letter	Actual value of the theft or damage
DOs may agree to apply, in their reciprocal relations, the amount of 130SRD per parcel regardless of the weight.	

Notes:

Insured Parcel

Article 23.4.1 If an insured item is lost, totally rifled or totally damaged, the sender shall be entitled to an indemnity corresponding, in principle, to the insured value in SDRs.

Article 23.4.2 if an insured item is partially rifled or partially damaged, the sender shall be entitled to an indemnity corresponding, in principle, to the actual value of the theft or damage. It may, however, in no case exceed the amount of the insured value in SDRs.

Article 23.8 When an indemnity is due for the loss of, total theft from or total damage to a registered item, ordinary parcel or insured item, the sender, or the addressee, as the case may be, shall also be entitled to repayment of the charges and fees paid for posting the item with the exception of the registration or insurance charge. The same shall apply to registered items, ordinary parcels or insured items refused by the addressee because of their bad condition if that are attributable to the postal service and involves its liability.

Registered Items

Article 23:2.2 if a registered item is partially rifled or partially damaged, the sender is entitled to an indemnity corresponding, in principle, to the actual value of the theft or damage.

Article RL 159.4 the amount of the indemnity for the loss of, total theft from or total damage to a registered item shall be 30 SDR. The indemnity for the loss of, total theft from or total

damage to a registered M bag shall be 150 SDR. Charges and fees paid by the sender for posting the item, with the exception of the registration charge, shall be added to these values to determine the total compensation payable.

Ordinary Parcels

Article 23:3.2 if a parcel is partially rifled or partially damaged, the sender is entitled to an indemnity corresponding, in principle, to the actual value of the theft or damage.

Article RC 154:3.1 the indemnity rate of 40 SDR per ordinary parcel and the rate of 4.50 SDR per kilogramme. Charges and fees paid for posting the item shall be added.

Article RC 154:3.2 designated operators may agree to apply, in their reciprocal relations, the amount of 130 SDR per parcel regardless of the weight.

NOTE: Compensations will be made subject to terms and conditions.