



Steamship  
Mutual

# Member Training Course 2023

Mutual Vision







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# The Role of the Correspondent



Ceri Done

Mutual Vision





# Syndicate Correspondent Contacts



Ceri Done



Stuart Crozier



Owen Fry



Thuolase  
Vengadashalapathy



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Danielle Southey



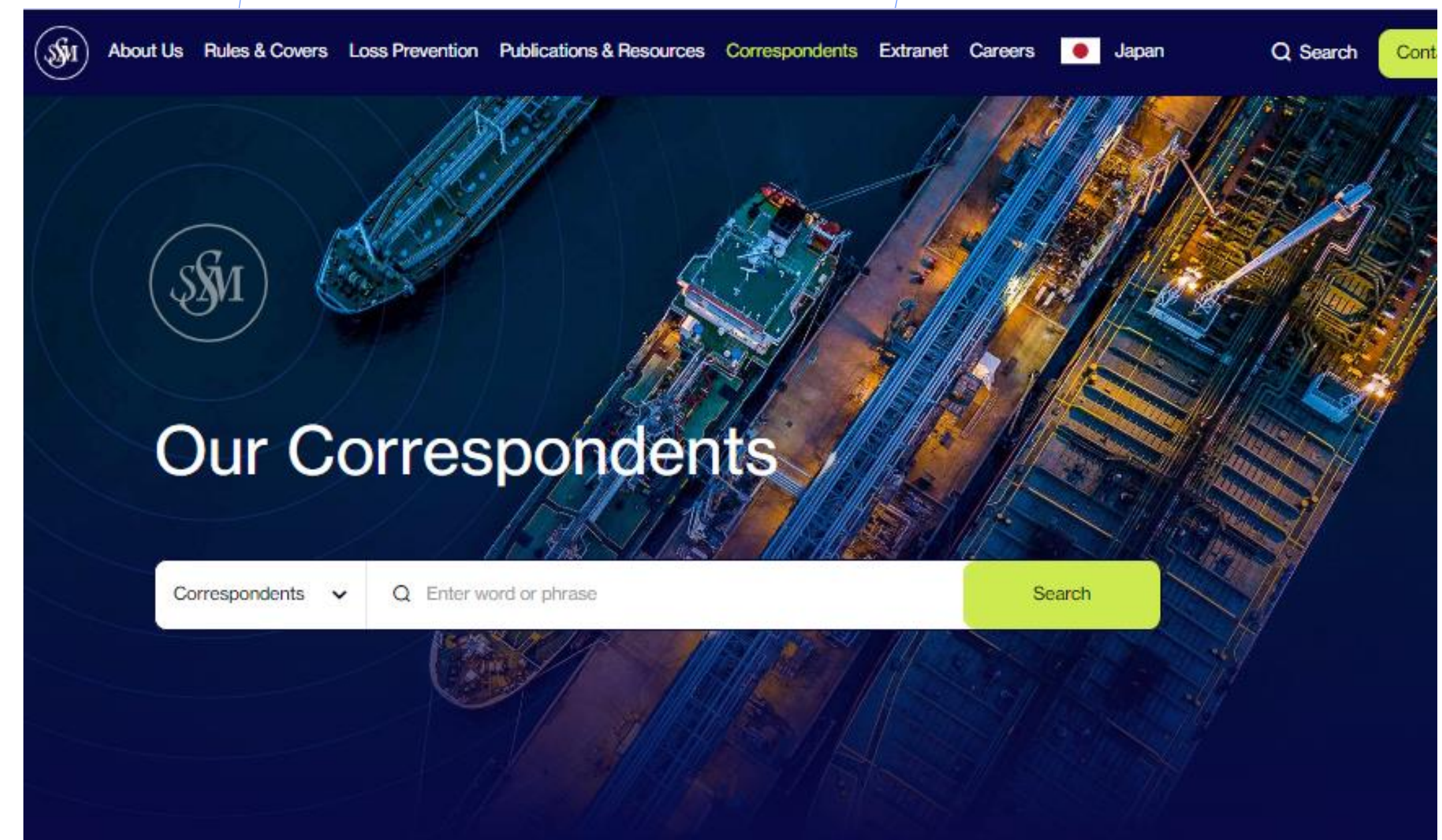
Juan Zaplana



# What is a Correspondent?



- The “eyes and ears” – and also the “hands and feet” of the Club
- Correspondents perform a key role looking after the interests of the Club and our Members around the world, 24 hours a day, 365 days a year
- Overall, the International Group lists over 1,700 Correspondents
- Listings in 139 countries
- Correspondent directory on our website





# Which Correspondent?



- Commercial or Legal Correspondents
- \*denotes Legal Correspondent
- Listings put Commercial Correspondents first
- Listings are alphabetical with occasional variations where one Correspondent might be the preferred option
- Commercial – surveyor appointments, cargo surveys, pre-load surveys, crew claims, general regional advice
- Legal – litigation / legal opinions





# Where are they?



## Listings in 139 countries

ALBANIA ALGERIA ANGOLA ARGENTINA ARUBA AUSTRALIA AZERBAIJAN AZORES BAHAMAS  
BAHRAIN BANGLADESH BARBADOS BELGIUM BELIZE BENIN BRAZIL BULGARIA CAMEROON  
CANADA CAPE VERDE CHILE CHINA COLOMBIA CONGO COSTA RICA CROATIA CUBA  
CYPRUS DEMOCRATIC REPUBLIC OF CONGO DENMARK DJIBOUTI DOMINICAN REPUBLIC ECUADOR  
EGYPT EL SALVADOR EQUATORIAL GUINEA ERITREA ESTONIA FALKLAND ISLANDS FIJI FINLAND  
FRANCE GABON GAMBIA GEORGIA GERMANY GHANA GIBRALTAR GREECE GUADALOUPE  
GUAM GUATEMALA GUINEA GUINEA-BISSAU GUYANA HAITI HONDURAS HONG KONG  
ICELAND INDIA INDONESIA IRAN IRAQ IRELAND ISRAEL ITALY IVORY COAST JAMAICA  
JAPAN JORDAN KENYA KOREA (NORTH) KOREA (SOUTH) KUWAIT LATVIA LEBANON LIBERIA  
LIBYA LITHUANIA MADAGASCAR MADEIRA MALAYSIA MALTA MARTINIQUE MAURITANIA  
MAURITIUS MEXICO MONACO MONTENEGRO MOROCCO MOZAMBIQUE MYANMAR  
NETHERLANDS NEW CALEDONIA NEW ZEALAND NICARAGUA NIGERIA NORWAY OMAN  
PAKISTAN PANAMA PAPUA NEW GUINEA PERU PHILIPPINES POLAND PORTUGAL PUERTO RICO  
QATAR REUNION ROMANIA RUSSIA SAUDI ARABIA SENEGAL SEYCHELLES SIERRA LEONE  
SINGAPORE SLOVENIA SOUTH AFRICA SPAIN SRI LANKA SUDAN SURINAM SWEDEN SYRIA  
TAHITI TAIWAN TANZANIA THAILAND TOGO TRINIDAD & TOBAGO TUNISIA TURKEY UKRAINE  
UNITED ARAB EMIRATES UNITED STATES OF AMERICA URUGUAY VENEZUELA VIETNAM YEMEN



# Who do they work for and what do they do?



## General Claims

- Appointed by the Club for and on behalf of the Member
- Investigation and information gathering
- Appointment and management of a surveyor
- Helping to assess if a Members' liability might be engaged
- Advising on likely / actual claim values
- Liaising with local interested parties





# Who do they work for and what do they do?



## People Claims

- 👉 Crew illness and injury cases usually require immediate attention
- 👉 Correspondents often maintain good contacts with local hospitals
- 👉 Monitor treatment and treatment costs
- 👉 Arrange and assist with crew repatriation
- 👉 Liaison with Member's local agents

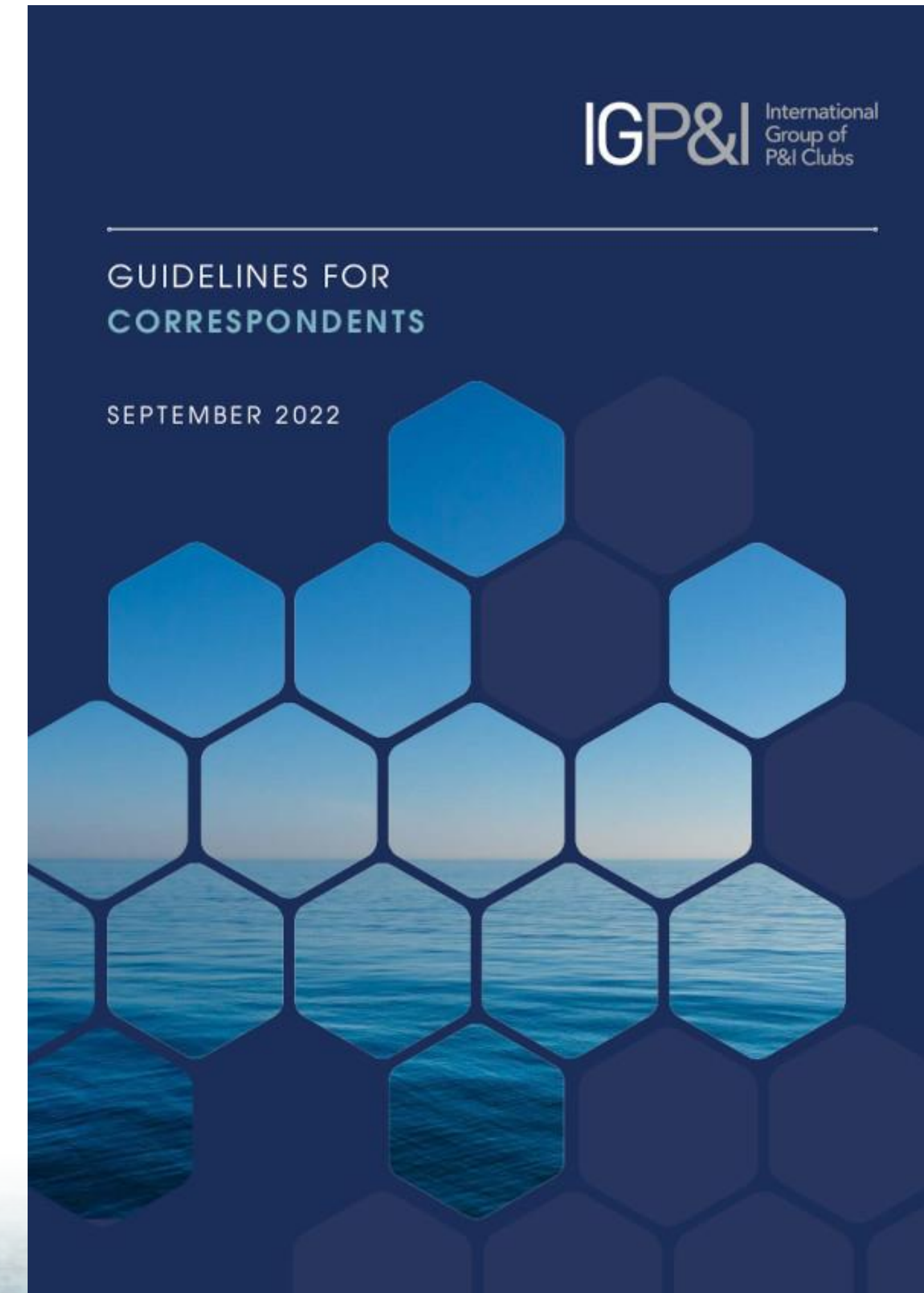




# What do we expect Correspondents to do?



- IG Guidelines for Correspondents
- Provide the foundation for a common approach to the handling of incidents and promote a consistent response by all Correspondents when instructed by an IG Club
- Enable Correspondents to work closely with the Club to meet the Members' expectations for the delivery of the highest quality services





# Issues....Complaints....



Aim is to achieve good service to Members, achieving the desired goals at a fair price



If a problem arises, notify the relevant claims handler and the Club will investigate





Any Questions?

