



STEAMSHIP MUTUAL

To the Members

June 2012

Dear Sirs,

**TEAM EFFORT 2012/2013**

The Club's innovative guide to casualty investigation and claims handling, "A Team Effort," has been revised and the 2012/2013 edition is enclosed with the compliments of the Managers.

The objective of loss prevention can be perceived as the avoidance of incidents that generate claims. However, even when incidents occur that give rise to P&I claims, the manner in which those claims are handled can have a substantial impact upon their ultimate cost and thereby prevent undue loss. Effective claims handling is crucial to minimising the Member's financial exposure. It requires co-ordinated effort from all concerned – the Club, the Member, the correspondents, experts, and lawyers. It is a team effort.

Since the first edition of the Club's Guide to Casualty Investigation and Claims Handling was released in 2004, the production has been progressively improved. This latest edition in DVD-ROM format has been updated and revised to provide an updated selection of reference documents regularly used in claims handling, as well as the current version of the Club's Rules, a database of Club and correspondent contacts and useful web-links. A new language version of Brazilian Portuguese has been incorporated in addition to Korean, Russian, English, Spanish and Chinese.

As with previous productions, the 2012/2013 edition of "A Team Effort" has been produced with funding from The Ship Safety Trust.

If further copies of "A Team Effort" are required, these can be obtained on request from the Managers' London representatives

Yours faithfully,

THE STEAMSHIP MUTUAL UNDERWRITING  
ASSOCIATION LIMITED

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