



THE STEAMSHIP MUTUAL  
UNDERWRITING ASSOCIATION LIMITED

MANAGERS: STEAMSHIP INSURANCE MANAGEMENT SERVICES LIMITED  
AQUATICAL HOUSE, 39 BELL LANE, LONDON, E1 7LU  
TEL: 020 7247 5490 & 020 7895 8490 TLX: 9416451 & 920120 FAX: 020 7377 2912 & 020 7895 8484  
E-MAIL: [steamship@simsl.com](mailto:steamship@simsl.com) WEBSITE: [www.simsl.com](http://www.simsl.com)  
REGISTERED NO: 3855693 ENGLAND

To the Members

November 2004

Dear Sirs,

**"A TEAM EFFORT" - NEW CLUB GUIDE TO CLAIMS HANDLING ON CD**

The Club has revised and updated its Claims Handling Guide in a new CD format. The new Guide, entitled "A Team Effort", is built around a 30 minute video which examines the general principles of effective claims handling, and the specific issues that arise in relation to the major categories of claim – cargo, crew and personal injury, collision, fixed and floating objects, and oil pollution.

In addition to the information previously only available in hard copy, the Guide also contains further information on issues such as documentary evidence and guarantees. The Club's Rules and List of Correspondents are also included and each claims-specific section of text is linked to the relevant Club Rule for that particular area of cover. Additional specimen documents, reference materials and hyperlinks to useful internet resources are also provided.

Copies of the Guide are enclosed with this Circular, and we hope that Members and their staff, both ashore and afloat, will find this revised and innovative Guide a useful and versatile resource that will assist in bringing about a properly coordinated and effective response in the event of a casualty. If further copies of the Guide are required please contact the London office of Steamship Insurance Management Services Ltd.

Yours faithfully,

THE STEAMSHIP MUTUAL UNDERWRITING  
ASSOCIATION LIMITED

L.25