



STEAMSHIP MUTUAL

To the Members

July 2008

Dear Sirs,

A Team Effort
A Guide to Casualty Investigation & Claims Handling 2008/2009

The Club's innovative guide to casualty investigation and claims handling, "A TEAM EFFORT" has been revised and copies of the 2008/2009 edition are enclosed with the compliments of the Managers.

The major change made in this edition is the transfer to DVD format. This enables all three language versions, English, Spanish, and Chinese to be incorporated in the same disc. In addition, Spanish and Chinese translations of the text of the claims handling guide that supports the video have been included. The interface containing the various screen menus has also been refreshed, and there are new sections of video, new photographs, and additional reference material.

The Managers attach considerable importance to effective claims handling and it is hoped that this DVD will be of assistance to Members' staff both ashore and afloat, and also correspondents both as a practical guide to dealing with P&I claims, and a source of useful reference material.

If further copies of the DVD are required, these can be obtained on request from the Managers' London representatives. In the event that the DVD version should not be compatible with any equipment on which it is intended to be used, the programme is also available in CD-ROM format. If required, this version can also be obtained from the Managers' London representatives.

As with previous productions, the 2008/2009 edition of "A TEAM EFFORT" has been produced with the financial support of The Ship Safety Trust.

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Yours faithfully,

THE STEAMSHIP MUTUAL UNDERWRITING
ASSOCIATION LIMITED

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MANAGERS: STEAMSHIP INSURANCE MANAGEMENT SERVICES LIMITED
AQUATICAL HOUSE 39 BELL LANE LONDON E1 7LU
tel: +44 20 7247 5490 website: www.simsl.com
Registered No: 3855693 England