

Allianz Worldwide Care conclude a Preferred Partner Agreement with Steamship Mutual

In recent years, the Club has highlighted crew health as a significant and persistent area of P&I risk for ship-owners. Through the use of the Club's Pre-Employment Medical Examination (PEME) scheme, and promoting a healthy lifestyle amongst seafarers, Members can improve the prospect of their crew being and remaining fit for seagoing employment. This can reduce crew illness claims, and also the associated operational delays and costs. In 2015 the Club released its "Fit for Life" DVD, which aims to raise awareness amongst crew of the issues which can compromise fitness. It also encourages a healthy lifestyle and a more positive view of the PEME as the means by which seafarers can monitor their health and obtain early warning of any issues that could threaten fitness, and address such issues with early medical assistance.

Encouraging seafarers to seek medical treatment before they join a Member's vessel can be key to reducing the disruption caused by crew illness. For many crews, however, the cost of such medical advice and treatment can be prohibitive, with the result that preventive treatment is not provided, thereby increasing the risk of illness developing whilst at sea. Quite apart from the serious risk this can pose for the individual, particularly if serious illness should arise whilst the vessel is far at sea, significant expense, and disruption dealing with crew illness can result, especially if medical repatriation and crew substitution is required, or if it is necessary to deviate from the voyage to land a sick crewmember.

To better enable Members to support their crew in obtaining preventive medical attention whilst on shore leave, the Club has entered into a Preferred Partner agreement with Allianz Worldwide Care (AWC), one of the world's leading insurers and providers of health care insurance, to create a blend of P&I cover and personal insurance for a Member's crew.

The Product

Allianz Worldwide Care provides no-fault based health insurance to thousands of seafarers and their families around the world for medical costs which are incurred both on and off the vessel. Like Steamship Mutual, they have a commitment to provide the best possible service in their market sector and to developing long-term partnerships with their clients.

Allianz Worldwide Care's insurance, although purchased by the Member, is personal to each crewmember and provides medical costs cover to them irrespective of an owner's liability and without deductible. This means that if a crewmember is unwell or has an accident whilst on shore leave he can seek medical help without any cost to himself and be fit for his contract when he joins his vessel. This removes the financial deterrent that may otherwise inhibit a seafarer from seeking medical treatment prior to boarding the Member's vessel.

Providing seafarers with additional health benefits also helps to maintain crew loyalty. Members have for many years recognised that a high crew retention rate increases the efficiency of vessel operations and can reduce the likelihood of incidents and accidents on board. Further, the provision of health care with no deductible to a seafarers' family can provide them with peace of mind concerning the well-being of their family during the long period they are away from home. Under the Allianz Worldwide Care's cover, seafarers and their families have the ability to choose their preferred doctors and hospitals, thereby avoiding the need to travel long distances to a small number of approved medical facilities.

STEAMSHIP MUTUAL UNDERWRITING ASSOCIATION (EUROPE) LIMITED

Authorised and regulated by the Insurance Companies Control Service (ICCS)

(Registered in Cyprus – Registration number C401650, ICCS licence number 6115. You can check the ICCS registration here: <http://mof.gov.cy/en/publications/1-insurance-companies-control-service/regulated-entities>)

The benefit of healthier crew and better vessel operations should lead to fewer claims, whether those are crew claims or incidents caused by the crew. This should in time reduce the claims incurred by a Member, improve their risk profile, and lead to better loss records.

Owners' crew deductibles often range between \$7,500 and \$10,000, which means many small non-contentious crew medical costs are now retained by Members. These types of incidents tend to be relatively straightforward and require little or no claims handling expertise. Allianz Worldwide Care's analysis shows that 99% of the number of the claims they handle are valued below US\$5,000. Whilst many Members may be happy to retain these risks and deal with the claims, the Club is aware that Members are often looking for alternative ways to cover this risk and in particular to provide cover for crew medical risks arising ashore, where depending upon contractual arrangements, their P&I cover may not provide protection.

Scope of Cover

The beneficiary of each Allianz Worldwide Care's health insurance is the individual seafarer. Allianz Worldwide Care's cover is not a liability cover on behalf of the owner and therefore cannot be considered a replacement for P&I cover, nor can it be considered as insuring a Member's crew deductible.

Under the Preferred Partner Agreement, Allianz Worldwide Care will cover medical expenses in respect of crew accident and illness for all events off the vessel, subject to no deductible. They will also cover medical expenses in respect of crew illness (but not accident) for events on board the vessel, also subject to no deductible. As most of the claims which fall within this category are retained by Members, they are now able to access Allianz Worldwide Care's medical network and their ability to implement cost containment processes.

Allianz Worldwide Care's standard Steamship Plan does not include medical expenses arising out of accidents on board the vessel (*this cover can be added by separate agreement*). In such cases where liability issues are often at the forefront, the Club provides the best route for support and protection irrespective of the size of the claim.

Attached is further information on Allianz Worldwide Care's cover and a Table of Benefits.

Claims cooperation

Incidents on board a vessel may often involve more than one insurer. The communication process with Allianz Worldwide Care ensures that claims which may fall under both the Allianz Worldwide Care's and Club's insurance policies are dealt with in an efficient and cooperative fashion, ensuring the best care for the crew and the best service for the Member.

Pricing

Under the Preferred Partner Agreement, Allianz Worldwide Care is offering Steamship Mutual Members preferential rates, which they would not be able to obtain individually. In addition to these reduced rates for Members, Allianz Worldwide Care will pay the Club a commission. If the portfolio for all Steamship Members collectively produces a surplus for Allianz Worldwide Care, they will return part of that surplus to the Club each year. This means not only can Members benefit individually from lower rates, but also their Club could receive additional funds, thereby strengthening further its financial position.

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Registered Address: 363, 28TH October Avenue, Vashiotis Ikos Center, 1st floor, 3107 Limassol Cyprus
Tel: +357 25 268440 Website: www.steamshipmutual.com

Quotations

Cover is available to all Members of Steamship Mutual for all vessels operated by them, whether entered with the Club or not. Cover can be for crew, superintendents, their dependents or shoreside staff. Life insurance is also available if required.

If a Member wishes to request a quote, they can contact Allianz Worldwide Care either directly or via a broker. A request to quote should be made to:

Allianz Worldwide Care

Telephone: +353 1 514 8442

Email: sales@allianzworldwidecare.com

Fax: +353 1 630 1399

Members should advise Allianz Worldwide Care they are Members of Steamship Mutual in order to obtain preferential rates.

If Members have any questions about the Club's cooperation with Allianz Worldwide Care, please contact your usual Syndicate Underwriting contact.



About Allianz Worldwide Care

As a specialised brand of Allianz Worldwide Partners, Allianz Worldwide Care's focus is on addressing the health and wellbeing protection needs of clients worldwide, through the delivery of straightforward, innovative solutions that make each client feel understood, confident and valued. The dedicated multicultural teams who deliver this service and support have a clear culture of making a positive difference to clients in every interaction, by taking a personal and solution oriented approach. Allianz Worldwide Care offers health, life and disability insurance as well as a wide range of corporate assistance services to organisations and insurance partners worldwide. When offered as key elements of an employee benefits package, these products and services help SMEs, large multinationals, IGOs, NGOs and other government organisations to attract, retain and look after the wellbeing of their staff. Whereas globally mobile individuals, families and students can choose from a range of international healthcare plans.

This Healthcare Insurance is underwritten by **Allianz Worldwide Care SA (AWC)** and arranged through **Steamship Mutual Underwriting Association (Europe) Limited (Steamship)**.

Steamship's **regulatory status** is set out at the foot of this document.

Steamship acts on behalf of AWC as an intermediary for which it receives a commission. Steamship staff is not paid any additional remuneration for this activity next to their regular salary. Steamship is not under a contractual obligation to conduct insurance distribution business exclusively with AWC. However, Steamship does not act as an intermediary for a similar product of another insurance company. Steamship only promotes Allianz Worldwide Care's Crew Healthcare policies. Crew employers proposing to purchase this cover (referred to hereinafter as **You**) will not receive any advice from Steamship in relation to the purchase of Crew Healthcare policies. You are not required to purchase this Crew Healthcare cover as a condition of Steamship providing You with its own Protection and Indemnity (P&I) cover. Steamship does not have a holding representing 10% or more of the voting rights or capital of AWC nor does AWC have any voting rights or capital in Steamship.

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Statement of demands and needs: Allianz Worldwide Care Crew Healthcare Insurance meets in general the demands and needs of shipping organisations wishing to ensure that crew in their employment have the benefit of group healthcare insurance cover for themselves and their families. As Steamship only promotes Allianz Worldwide Care's Crew Healthcare policies and does not specify the individual demands and needs of your shipping organisation we refer to AWC or your broker for objective information regarding the Crew Healthcare Insurance in a comprehensible form based on your organisation's demands and needs to allow you to make an informed decision.

In the event You purchase the Crew Healthcare Insurance, You agree that You will make employee beneficiaries aware of the availability of the cover. On the request of employee beneficiaries of this cover, You will make copies of the Crew Healthcare Insurance policy, or a related key features document provided by Allianz Worldwide Care, available to the requesting employee.

Complaints: If you wish to complain about any aspect of your cover or our service please contact: The Directors, Steamship Mutual Underwriting Association (Europe) Limited, 363, 28th October Avenue, Vashiotis Ikos Center, 3107 Limassol, Cyprus or email Healthcare@simsl.com. We will acknowledge your complaint within two (2) working days in writing by way of a fax, email or letter and try to resolve it. A final written response will be provided within fifteen (15) working days if a decision can be taken within this period. When a response cannot be provided within the expected time limits, we will inform you in writing about the causes of the delay before the expiry of the deadline and indicate the time period within which our investigation is likely to be completed. The additional time limit will not be more than thirty (30) working days from the expiry of the initial deadline of the fifteen (15) working days.

If the matter is not resolved to your satisfaction within the abovementioned period you may be able to refer your complaint to the Financial Ombudsman. Their contact details are:

- Postal Address: 13 Lordou Vironos Avenue, 1096 Nicosia, Cyprus
- Telephone: +357 22 848900
- Email: complaints@financialombudsman.gov.cy

If You have a complaint about the Crew Healthcare Insurance policy, or a claim that you have made under that policy, please follow Allianz Worldwide Care's complaints procedure.

Data Protection

Information, including personal information, regarding the Healthcare Insurance should be provided directly to Allianz Worldwide Care rather than to Steamship.

If, nonetheless, Steamship obtains personal information from individuals and others including employers, brokers, lawyers, medical providers, agents of the individual and public sources, then such personal information may be used and shared for the purposes of:

1. Considering an application for insurance.
2. Performing checks in relation to fraud and financial crime.
3. Providing and administering any relevant insurance policy.
4. Administering and paying claims.
5. Obtaining and administering reinsurance.
6. Other lawful purposes which we believe are reasonable uses of the information.

The information will be kept for a reasonable period. Personal information may be provided to third parties or transferred to other countries in connection with the above purposes however, in such cases, it will be adequately protected.

Personal information may be passed to other organisations to assist in fraud prevention and detection including, but not limited to, the police or any regulatory or government authority. Please contact us if you wish to understand more about this.

Where sensitive personal data (which is defined by the Data Protection Act 1998 and includes medical or criminal record information) are held it will only be used for the specific purposes for which it was provided and to carry out the services which are provided to the relevant individual.

Individuals whose information has been supplied to Steamship have a right to ask for a copy of that information and to have any inaccuracies corrected. If you wish to exercise this right please contact: The Directors, Steamship Mutual Underwriting Association Limited, Legal Department, Aquatical House, 39 Bell Lane, London, E1 7LU United Kingdom.

If you provide any personal information about others please provide this notice to those individuals. By providing personal information to us you agree that you consent and have obtained the consent of any relevant third parties to the supply and use of that personal information in accordance with this notice.

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