



STEAMSHIP MUTUAL

To the Members

September 2006

Dear Sirs,

"A Team Effort" – A Guide to Casualty Investigation and Claims Handling 2006/07

The Managers are pleased to enclose with this Circular copies of the 2006/07 edition of the Club's Claims Handling Guide on CD.

The way in which a claim is handled can have a substantial impact upon its ultimate cost. Effective claims handling is crucial to minimising the Members' financial exposure. It requires co-ordinated effort from all concerned – the Club, the Member, the correspondents, experts, and lawyers. It is a team effort.

This innovative guide to claims handling was first produced in 2004 and is intended for use both ashore and onboard Members' vessels. By providing Masters with guidance on matters of essential importance in the handling of particular claims, loss minimisation is facilitated. There is also easy access to details of the Club's Listed Correspondents throughout the world so that prompt assistance can be obtained whenever required.

The Guide takes the form of an Interactive CD-ROM and is built around a video which contains an overview of the claims handling requirements that are applicable generally to P&I incidents, and a more detailed review of the essential measures necessary to handle claims that fall within the categories most frequently encountered by the Club – Cargo, Crew and Personal Injury, Collision, Fixed and Floating Objects, and Pollution. The video is supported by chapters of text which contain more detailed guidance on the handling requirements for these and other categories of claim covered by the Club. There are also chapters dealing with general matters such as guarantees, documentary evidence, and time bars. Each claims-specific section of text contains direct links to the relevant Club Rules, as well as access to examples of many of the documents commonly encountered. Many reference documents such as standard forms of charterparty and International Conventions are also contained within the CD, and there are links to useful internet resources, thereby making the CD a comprehensive and stand-alone claims handling resource.

The 2006/07 edition of this CD contains updated versions of the Club Rules, List of Correspondents and Staff Contacts. Editorial improvements have been made to the video and text chapters, and additional reference documents and images have been added. The CD is also now available in versions with the video sub-titled in Spanish and Chinese.

Further copies of the CD, if required, can be obtained by contacting the Managers' London Representatives.

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Yours faithfully,

THE STEAMSHIP MUTUAL UNDERWRITING
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