

Remote Survey - Benefits Matrix



NORWEGIAN HULL CLUB

Benefit	Owners / Brokers	Captain / NPO*	Surveyor / Specialist	Claims Handler	Underwriter	Explanation
Immediate survey (upon notification) even when at sea	●	●	●	●	●	All participants can benefit from an early notification, while the Claims Handler can guide Owners / Brokers straight away; greater efficiency in the Claims process.
Vessel / unit can decide the best time for the survey	●	●				A vessel is a busy place, particularly when damage has occurred. When a vessel arrives in port, it is even busier. If the crew can decide the time for a survey, this should be beneficial to both them and the Owners.
Link the crew or a local surveyor with a specialist to assist in particularly challenging / significant cases	●	●	●	●	●	This is often done (and particularly important) when recovery action may be pursued.
Any follow-up surveys will be shorter and more efficient	●	●	●	●	●	The need for follow-up surveys depends on damage, coverage, complexity and many other factors. They may be required during both the damage and repair phases. This will be particularly beneficial for the Surveyor and the Captain / NPO*.
Joint survey	●	●	●	●	●	Conducting a Joint Survey is sometimes required. Using Onsite Connect and including two parties (Surveyors) would ensure that both get exactly the same information.
Can be made available to owners / clients for own use	●	●				This can be arranged in case owners / clients need remote access to the vessel
Can be made available to experts to assist owners / clients	●	●				This is often done in order to have specialists 'guide' the vessel's crew when solving technical issues
Improved collaboration / interaction between claims handler / surveyor			●	●		Claims handler, surveyor, broker and expert can observe and discuss the situation 'live'. This improves the situational awareness of all parties
Less travel needed (time and cost)	●		●		●	Time and costs savings as well as reduced environmental footprint.
Utilise time if damage is at sea (prepare repairs), choose the surveyor best suited to the task, plus the "right time and place" for a possible attending surveyor	●	●	●	●	●	The survey can also be performed at sea; the time saved before the vessel comes to shore can be better utilised for all parties, e.g. ordering spares, planning repairs, choosing the best-suited Surveyor as well as the best time/location if an attending Surveyor must attend.
Link the crew or a less experienced local surveyor up with an experienced surveyor (that is technically good and knows our reporting requirements)	●	●	●	●	●	Choosing the best-suited Surveyor would benefit all, with more efficient, superior reporting. Now, the location of a Surveyor in relation to a port is not necessarily a prime consideration.
Better information available to an appointed attending surveyor	●	●	●	●	●	It may be necessary for a Surveyor to attend. Providing them with better-quality information in advance would benefit all parties through superior preparation, efficiency and focus on what is relevant to the case.
The Club's Technical Department can provide remote support to Owners, Crew, Surveyor and Claims Handler	●	●	●	●	●	The Club's Technical Department has a wealth of experience regarding larger, significant claims, specs and tendering. It can participate via the Onsite Connect platform together with others, in order to provide support if needed.
Particularly cost efficient for smaller / simple claims	●	●	●	●	●	Minor damage may be surveyed quickly and a Claims Handler can obtain sufficient information to handle the claim quickly. This may be very useful / beneficial for Yacht claims.
Ready for a digital future	●	●	●	●	●	Early adoption and familiarity with a surveying approach which is set to become increasingly popular.

*NPO - Nominated person on board

● Beneficial

● Particularly beneficial