

# Remote Survey

## Advice to the Claims Handler

This advice sheet provides an overview of the actions to be taken by the Claims Handler when Remote Surveys are being considered.

*Please feel free to contact the Technical Department for support.*

1

Discuss with the Surveyor if Remote Survey can be considered for (part of ) the survey(s).

2

Contact the broker / owner and discuss the possibility of conducting (part of) the survey(s) remotely. Key points to consider:

- Required on board: smartphone with adequate camera, internet connection (not necessarily required at the location of the damage). *Communication costs may be charged to insurance.*
- Information obtained by the surveyor (pictures) etc. will be available to owners.
- Remote Survey will be conducted in accordance with GDPR regulations
- Owners' representative has the possibility to join the Remote Survey (this will be arranged by the Surveyor)
- Claims Handler has the possibility to join the Remote Survey.
- Comprehensive information is available at [www.norclub.com/remote](http://www.norclub.com/remote) (including advice / information sheets for owners/brokers, surveyors, nominated person on board).

3

If Remote Survey has been agreed upon, obtain the vessel's contact details and pass these on to the Surveyor.

Further steps will be taken by the surveyor as follows:

4

- Surveyor will contact the vessel's Captain and provide information about the remote survey.
- Master will be requested to nominate a person on board for assisting the surveyor with the remote survey.
- Surveyor and nominated person on board will carry out a test where instructions regarding the use of the tool will be given.
- Remote survey(s) will be carried out.

Further information can be found at [www.norclub.com/remote](http://www.norclub.com/remote)



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