



Revised by:	Steinar Sivertsen
Revision date:	31.10.2023

To the H&M / LOH Surveyor

STANDARD APPOINTMENT AND INSTRUCTIONS TO SURVEYOR

In order to handle any insurance claim, wherever it may happen, it is our aim that the Master and their crew, the Owner or their Shipmanager / Superintendent, should get the best possible assistance and cooperation from the Correspondent and / or the appointed Surveyor.

The main criteria of Norwegian Hull Club (NHC)-appointed Correspondents / Surveyors are high standards relating to:

- Technical competence;
- Survey reporting;
- Appearance and communication;
- Local knowledge of available resources and facilities;
- Timely delivery of reports;
- Required attendance and follow-up.

Appointment

The formal appointment should come from NHC through a Claims Handler. The Claims Handler will provide the NHC claim number for the case. This should be used for reference in subsequent correspondence, reporting and invoicing.

If your fee scale has not previously been provided to Norwegian Hull Club, you should enclose your rates and standard terms and conditions with your confirmation of the appointment.

When a Survey Company / Surveyor is appointed, they should be provided with access to the case in our Survey Portal for survey reporting and to our Claims Statement Portal for cost considerations. The Survey appointment shall identify:

- The type of survey being requested;
- Name of the vessel or unit, preferably with IMO number;
- Location of the vessel or unit to be surveyed;
- A brief description of the damage.



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The Claims Handler shall provide the Surveyor with relevant information and specific instructions and requirements in connection with the assignment, plus provide contact details of the Owners' representative ashore and on board.

If the survey involves incidents such as collisions, liability cases, fire or flooding incidents, further instructions may be provided by the Claims Handler.

The Correspondent / Surveyor should confirm the appointment and revert with name and contact details of the assigned Surveyor. The Owners' representative / Captain must be informed prior to the survey. The assigned Surveyor should always identify themselves and their role when attending on board and/or when meeting / in contact with owners' representatives.

In order to ensure the best possible preparations for a survey, the Surveyor may request relevant information / documentation beforehand. This can be done through the Claims Handler.

Normally, relevant information / documentation should be obtained during the survey. Should that not be possible, the Surveyor should request required documentation / information in writing as soon as possible after the survey. This can be requested through the Survey Portal.

Remote Survey

Norwegian Hull Club promotes the use of Remote Survey and the Surveyor should always consider if this tool could be appropriate for their assignment. Remote Survey can be an alternative for providing relevant information / understanding of a damage prior to survey attendance. It can also be an alternative if physical survey attendance is not possible or sensible, and/or for follow surveys when attendance is not sensible.

A Remote Survey will involve assistance from a "nominated person" on board / on site, requiring a cell phone with a decent camera and Wi-Fi / cell phone network coverage.

The Owner's representative / Captain must be informed prior to the Survey and the "nominated person on board" should be sufficiently instructed.



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Survey Reporting

Survey Reporting of all H&M and LOH Marine claims, Builder's Risk, Delayed Delivery and Equipment Damage (and possibly other interests), should preferably be performed through our **Survey Portal**. The reporting format for preliminary, formal and final survey reports is provided in the portal. The reports will be issued with the Survey Company's name, and logo, as well as with the Surveyor's signature.

Access to the portal will be granted via an authentication process requiring company name (legal entity), the person's full name, position, individual company e-mail address, and their mobile number.

Reporting format

Should Survey Reporting not be possible in the portal, our dedicated templates can be used. We may also accept a template used by the assigned Survey Company. This should be clarified with the Claims Handler.

NHC Survey Reporting templates can be found on our Web pages. Whether the Surveyor uses these or their own templates, it is important that the report includes the content requested for, and as visualized in, our reporting templates.

If our Survey Reporting templates are used, the reports shall be issued with the Survey Company's logo / letterhead and signed on behalf of the appointed survey company.

Immediate feedback to the Claims Handler

Within 24 hours of the initial damage survey conducted by the Surveyor, a brief summary of their considerations shall be provided to the Claims Handler with focus on scope and complexity of damage, cost and duration of repairs and - possibly - your initial considerations of matters concerning cause of damage. This immediate feedback to the Claims Handler can be provided in the survey portal or, if reported outside the portal, through an e-mail and/or as requested by the Claims Handler.

This particular feedback is especially important for Loss of Hire surveys where repair plan, repair location, sourcing of spare parts, need for service technicians and/or specialists, class approval, temporary or alternative repairs, etc. should always be on the Surveyor's agenda.

Feedback from the Surveyor should enable the Claims Handler to consider, discuss and agree upon the necessary scope of survey and follow-up by the Correspondent / Surveyor.



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Preliminary report

A preliminary report, describing the extent and nature of the incident, preferably with a first estimate of repair costs (and repair time if LOH), should be forwarded to The Club as soon as possible and no later than 7 days after the first day of the survey. The preliminary report may be omitted ONLY if this is considered convenient by the Claims Handler. Several preliminary reports may be issued.

Survey report (formal survey report)

The (formal) Survey Report is to be forwarded to The Club when the cause of damage is established by the surveyor, and not later than one month after the last day of attendance and / or completion of repairs. In cases where the Surveyor is waiting for information / documentation that is required to complete the report, a report based on available information should nevertheless be issued within the said time limit. The missing information should be clearly outlined in the report. The (formal) Survey Report shall be signed by the attending surveyor and / or the one issuing the report.

Norwegian Hull Club Claim Statement Portal

Owners' claims should preferably be presented and handled in Norwegian Hull Club's Claim Statement Portal. This is a common platform where owners / brokers, claims handlers / adjusters and surveyors have access. Owners will upload their invoices and cost documentation and share with the Claims Handler, for further release to both the Surveyor and the Adjuster for their considerations and comments.

Final survey report

After the Owner has presented their claim, we will normally request the surveyor to issue a final survey report. This should be an amended version of the (formal) survey report, with the considerations of cost as an addendum to the final survey report. We encourage the use of the Norwegian Hull Club Claim Statement Portal, but should that not be possible, we request the surveyor to consider the cost in the NHC OSOC (owners statement of claim) Excel sheet provided to you by the Claims Handler or by, for example, the NHC repair cost account sheet (available on www.norclub.com).

The Surveyor shall go through all invoices / cost documentation provided by the Claims Handler and identify and comment on to what extent the claimed costs are related to the damage or to work not concerning the average. General expenses, if any, shall be specified. The Surveyor can



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also identify cost “for Adjuster’s consideration”. However, a description of the cost and Surveyor’s considerations must be provided.

Agency cost, port expenses, fuel costs, class expenses, crew costs and owners' superintendent's expenses may not be considered by the Surveyor unless specifically requested by the Claims Handler.

The final Survey Report, including the total cost for the abovementioned categories, should be completed within 4 weeks of the surveyor being in possession of the Owners’ Claim and shall be signed by the attending surveyor and / or the one issuing the report.

Reporting & invoicing

The report with relevant attachments should be shared with us through the Survey Portal. If other reporting templates are used, these should be submitted to us in electronic format only. Should we be in need for more extensive documentation / enclosures, the Claims Handler / Adjuster will specifically request this.

An invoice for the service provided, with breakdown of costs, is to be forwarded together with the Survey Report. As a minimum, the breakdown should identify date / time of invoiced hours (or days) for survey / reporting and for travelling with the corresponding rates, travel expenses and possible office expenses. Similar costs for any use of sub-agents should be included. Part invoicing may be accepted for work that will continue for longer periods; typical milestones will be preliminary reports and the formal report.

Possible delays or concerns

If you for any reason foresee that there may be delays in your attendance or reporting, you should bring this up with the Claims Handler. You should also ensure that there is a common understanding of the required scope of your attendance.

If you as Correspondent or Appointed Surveyor have **any** questions or concerns, do not hesitate to contact the Claims Handler and discuss / clarify the matters.



NORWEGIAN HULL CLUB

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Compliance

Norwegian Hull Club considers a Correspondent and / or a Surveyor as a supplier / business partner.

Norwegian Hull Club requires its suppliers and other business partners to operate in accordance with the principles laid down in this Business Partner Code of Conduct Clause and in full compliance with all applicable laws and regulations, including but not limited to those relating to anti-corruption, money laundering and sanctions.

Norwegian Hull Club expects its Business Partners to comply with this clause. Any violations may jeopardize the business relationship with Norwegian Hull Club, up to and including termination. This Code of Conduct Clause applies to Norwegian Hull Club's suppliers and other Business Partners and their subsidiaries, affiliates, and subcontractors providing services to Norwegian Hull Club.

Business Partners have a duty of confidentiality for all client-related information.