

Remote Survey

Advice to Owners / Brokers

In a claims situation resulting from damage, the following five steps need to be completed in order for a Remote Survey to be considered. Remote Surveys will be conducted when it is sensible and feasible to do so, with input from all stakeholders in the process given due consideration.

If any of these steps are unclear, or if you have any questions, please contact your Claims Handler.

1

Please notify Norwegian Hull Club of the occurrence and supply relevant information.

2

The contact person on board will be the Captain; Norwegian Hull Club must be supplied with the Captain's name, email address and phone number as a minimum, together with details regarding possible availability challenges (such as vessel location, time zone, etc). This information will be passed onto the appointed Surveyor.

3

Notifying the Captain about Remote Survey can be done by either the Owner / Broker or Norwegian Hull Club. However, your Claims Handler must be informed of who will be acting as notifier in all cases, as well as when the Captain has been informed (if The Club is not performing this task).

4

The Captain should nominate an officer (or crew member) to perform the Remote Survey on board. The Captain should also arrange for a suitable mobile telephone to be used (a smartphone, preferably not more than 2-3 years old). The designated individual should preferably have some knowledge regarding the type of damage.

5

A Remote Survey requires WiFi or adequate mobile network coverage. Connectivity for the "damage location" should be tested beforehand. If the "damage location" has limited or no connectivity, then the Remote Survey can be conducted in "off-line mode". The Survey will, in such a case, provide the nominated person with additional information and instructions.

Further information can be found at www.norclub.com/remote
or by contacting your Claims Handler.



NORWEGIAN HULL CLUB