



A-Z of claims handling

*The good, the bad and the
disgraceful*

A



- Arbitration or even negotiation

B

- Brokers



C

- Collisions
- Communications
- Conflicts
- Class



D

- Decision making/makers
- Delegated authority
- Disputes
- Declinatures
- Documents



E

- Experts (non legal)
- Enterprise Act 2016



F

- First advice/notification
- Following market/full follow wording
- Facts



G

- General Average



H

- Help!!





- Instructions – detailed or not
 - Reporting lines
- Interaction between insurers – e.g. hull & LOH/IV

J

- Jurisdiction



K

- Know your client



L

- Late notice



M

- Managing the claim to conclusion



N

- Saying No nicely
- Non - disclosures



O

- Outside influences



P

- Payments on account
- Payment authorities
- P & I Club – relationship with
- Pro-active behaviour



Q

- Quotes



R

- Reservations of rights
- Reasonable cost of repairs
- Reserves



S

- Sanctions
- Service
- Subrogation



T

- Time bars
- Tender clause



U

- Undertakings (Letters of)



V

- Vessel types – any issues caused



W

- Warranties and new law



X

- X-ray vision



Y

- Y bother with claims service?



Z

