



► CLAIMS | TECHNICAL | RISK | LEGAL





Our mission is to provide the best Claims, Technical, Risk and Legal service for our Clients. We are committed to understanding our Clients' unique needs and utilise our commercial experience to deliver bespoke solutions. We will work hard to tailor our services to exceed our Clients' expectations.

At its core, CTRL aims to seamlessly become part of our Clients' teams. We will listen to our Clients, providing them with the service they want and need. We will deliver flexibility, transparency and cost-efficiency in all our actions to foster mutual respect and trust.

INTRODUCING CTRL MARINE SOLUTIONS LTD

CTRL Marine Solutions Ltd¹ (CTRL) is a bespoke Claims, Technical, Risk and Legal service offered to both Members of the Shipowners' Club (the Club) and non-members on favourable rates and flexible terms. For Members of the Club this rate is further discounted in line with the Club's mutual ethos.

We recognise that the current marine environment places demands on our Clients:

- Over stretched in-house legal and technical departments with no option but to seek ever more costly external assistance.
- The inability to employ cost-effective, knowledgeable and experienced employees.
- The difficulty of keeping abreast of the ever changing legal framework and marine regulations.
- The escalating penalties of non-compliance with regulations and law.
- The rising cost and complexity of claims.

¹ CTRL Claims and Legal services are authorised and regulated by the UK's Solicitors Regulation Authority (SRA) and as such our legal advice is restricted to issues of English Law. However, we can also instruct lawyers in other jurisdictions on our Clients' behalves and help them manage cases which include non-English legal issues or multiple jurisdictions. CTRL Technical and Risk services are available worldwide.

THE BENEFITS OF USING CTRL

FOCUS ON RUNNING YOUR BUSINESS

CTRL works alongside our Clients in order to provide bespoke solutions for legal and technical issues on flexible payment terms.

CTRL is a service that:

- Manages Claims, Technical, Risk and Legal (CTRL) matters, allowing Clients to concentrate on the day to day running of their core business without distraction.
- Supports over stretched in-house legal and technical teams and works with these departments to provide access to cost effective, knowledgeable and experienced staff.
- Keeps Clients abreast of the ever changing legal framework and marine regulations globally.

- Has the unique benefit of having no ongoing subscription or commitment for technical services.
- Provides excellent value for money. With no equity partners or shareholders to satisfy.
- CTRL can offer services at very competitive rates. For Members of the Club these rates are further discounted.
- Will have a positive impact on Club Member's loss ratios.

In harmony with the Club's philosophy, we care about our Clients and their individual needs.

WHAT SERVICES DOES CTRL PROVIDE?

Claims & Legal Services include:

- **For Members of Shipowners' Club with covered claims:** For Members who are defending claims which are covered by their P&I insurance, or who are involved in disputes where the Club is paying their legal costs under their legal costs cover (LCC), CTRL can be instructed to advise and deal with the claim as an alternative to other law firms. As CTRL's rates are around 30% lower than other law firms, this will have a positive effect on Members' loss ratios.
- **For Members of Shipowners' Club with non-covered claims:** For Members without LCC and/or for claims which fall outside P&I cover, such as full contract review work and debt recovery, CTRL can provide a full claims handling service and legal advice. This means that the Member can benefit from the lower rates offered and can be assured that they will receive the same quality of advice and robust dispute resolution service as they can expect from the Club².
- **For non-Members:** for non-Members of Shipowners' Club, CTRL can offer a full claims handling service and legal advice, including contract review, at very competitive rates.

² Members of the Club should be reassured that services currently provided, such as high-level contract review, will remain part of their standard cover and will incur no charge to Members with or without LCC. CTRL provides an extra service in that, where your requirements go beyond covered issues and require more detailed advice or drafting assistance, which the Club could not usually provide, CTRL can step in to assist at rates which are significantly lower than most other firms which offer a comparable service.

WHAT SERVICES DOES CTRL PROVIDE?

Technical & Risk Services are available in all geographical areas and include:

- Practical technical advice.
- Impact assessments for regulatory and legislative change including trading area research.
- Extended risk management services:
 - Formation of safety management systems.
 - 'Secret shopper' assessments for passenger vessel operators.
 - Bespoke surveys, training and technical advice.
 - Claims risk investigations including causation analysis and benchmarking.
 - Navigational Risk Assessments, method statements and passage planning.

HOW TO ACCESS THE SERVICE

CTRL Marine Solutions Ltd is a bespoke service and so, in the first instance, please contact any member of our team who will work with you to assess your individual needs. The first telephone consultation is free.

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