

FREQUENTLY ASKED QUESTIONS

What is CTRL Marine Solutions Ltd?

CTRL Marine Solutions Ltd (CTRL) is a Company offering bespoke Claims, Technical, Risk and Legal services 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. The overriding aim of CTRL is to make a saving for the Club and its Members and to provide cost effective technical and legal advice to all of its clients.

What is our mission?

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

At its core, CTRL aims to seamlessly become part of our Client's 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.

Who are CTRL?

CTRL is wholly owned by Shipowners' Mutual Protection and Indemnity Association (referred to below as "the Club"). The mutual ethos, focus on service and high standards, are common to both.

Why use CTRL?

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. Works with in-house 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. 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.
- Through the utilisation of CTRL we aim to achieve a positive impact on a Club Member's loss ratio.

What services do CTRL provide?

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

Services include:

- For Clients who are Members of the Club: legal advice and representation on covered and non covered claims including debt recovery and in depth contract review.
- For Clients who are not Members of the Club: a full claims handling service, representation and legal advice including debt recovery and in depth contract review.

- Practical technical advice.
- Impact assessments for regulatory and legislative change and 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.

What types of legal work can CTRL do?

- CTRL has the expertise to advise on a wide range of shipping and commercial disputes including:
 - Charterparty disputes
 - Cargo claims and contracts of carriage
 - Ship sale and purchase disputes
 - Shipbuilding contract disputes
 - Personal injury claims
 - Debt recovery

We can also carry out in depth contract reviews and assist with the drafting and negotiation of contracts. This is not an exhaustive list, so if you have an issue which does not appear here, just ask!

How much do CTRL services cost?

Legal

It is a fact that law firms need to make a profit for their partners. As CTRL has no equity partners nor shareholders to satisfy it is possible to provide legal services at significantly reduced costs without any compromise whatsoever on standards.

Technical

As each Client will have unique requirements we will review the cost of each assignment on enquiry. To ensure that costs remain acceptable to our Clients, we will ensure that work is quoted for and agreed at appropriate times. At any point the Client has the option to not continue with CTRL services.

Is there a subscription charge or minimum contract?

No. What distinguishes CTRL from many of the other providers is that we do not try to tie our in Clients to expensive, fixed term contracts. The CTRL service is offered on an ad hoc basis.

Do I have to become a Member of the Club to use CTRL services?

No. CTRL offers all services to both Members and non-Members on cost effective and flexible terms. Members of the Club will enjoy a further discount as part of their membership package.

Is it mandatory for Members of the Club to use CTRL services?

No. We consider that it is vital for Members and non-Members alike to access the most appropriate legal or technical advice. The appointment of a CTRL solicitor or technical advisor will be appropriate for some matters but not for all.

Will Members of the Club now have to pay for services that they traditionally received free of charge under standard cover?

No. The Club has always prided itself on caring for its Members and recognises that this sometimes entails assisting with general issues. This will not change. Louise Hall and Britt Pickering, who head up the Loss Prevention and Claims Departments within the Club, are also Directors of CTRL. In this way all instructions will be evaluated to ensure this remains the case.

What benefits does CTRL give to a broker?

We recognise and value the role of the broker. It is no surprise then to note that over 95% of the Club's Members come to the Club via a broker. We are aware that the relationship between our Members and their individual brokers is key and we consider that we can assist in strengthening these relationships. Brokers faced with queries and requests for assistance which do not form part of standard P&I cover now have a cost effective solution to offer their clients, including those who are not Members of the Shipowners' Club.

Will CTRL services be available in all geographical areas?

There are no geographical limits that apply to Technical and Risk services.

CTRL Claims and Legal services are provided by Solicitors of England & Wales and, as such, CTRL may only accept legal instructions on matters of English law. However, if your matter involves non-English law issues and/or multiple jurisdictions, we can instruct lawyers in other jurisdictions on your behalf and can help you to manage your case. There are no geographical limits that apply in terms of our Client's location or area of operations.

CTRL is authorised and regulated in the UK by the Solicitors' Regulation Authority.

As a Member of the Club, if I use CTRL will this have a positive effect on my claims loss ratio?

Yes, engaging the cost effective services of CTRL should have a positive effect on a Member's individual claims record, because our services are more cost effective than our closest competitors. Effectively, by achieving a saving for the Club and its Members, CTRL aims to offer legal advice and representation on a mutual basis.

I am a Member to the Shipowners' P&I Club with full P&I and Legal Costs Cover. I really like the CTRL concept but I don't want to purchase additional bespoke services at this stage. Are the usual services provided by the Club in the handling of my claims and potential legal disputes still in place? Are Loss Prevention services available to me?

Absolutely! As a member of the Shipowners' Club your entry remains in full force and effect, uninterrupted, with full P&I claims servicing, Legal Assistance and Loss Prevention services available to you. CTRL is designed to offer additional services, not generally associated with a P&I Club. You can switch these additional CTRL services on at any time. We are here to help and advise you. Just ask.

What is the CTRL Benefit Clause?

If you are a Member of the Club you are entitled, as an additional benefit of Membership, to two hours free legal advice from CTRL on claims and legal issues which are subject to English law and which fall within CTRL's expertise. You can use your two free hours on any qualifying matter, whether or not it falls within the scope of your cover with the Club.

What is the CTRL Health Check?

The Health Check is an opportunity to engage CTRL to carry out a complimentary check of your operational procedures. At the end of the process a high level summary will be provided with an evaluation report which will include any areas identified for improvement along with a proposed action plan. The CTRL Health Check is open to both Members and Non Members of the Club. If you would like a complimentary CTRL Health Check please contact our Tech & Risk department at techandrisk@ctrlmarinesolutions.com

How do I request more information on CTRL or engage its services?

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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