



CTRL MARINE SOLUTIONS LTD

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. The overriding aim of CTRL is 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.

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:

Claims and Legal

A full claims handling service, legal representation and advice. on a wide range of shipping and commercial legal disputes including:

- Charterparty Disputes
- Cargo claims and contracts of carriage
- Ship sale and purchase disputes
- Shipbuilding contract disputes
- Personal injury claims
- Debt recovery
- In depth contract reviews
- Drafting and negotiation of contracts

Technical and Risk

Practical technical advice, Impact assessments for regulatory and legislative change and trading area research and extended risk management services including:

- Formation of safety management systems
- 'Secret shopper' assessments for passenger vessel operators
- Bespoke surveys and training
- Claims risk investigations including causation analysis and benchmarking
- Navigational Risk Assessments
- Method statements
- Passage planning

This is not an exhaustive list, so if you have a requirement 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.

CLAIMS | TECHNICAL | RISK | LEGAL

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 further discounts and benefits as part of their membership package.

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.

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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