

How to assist our surveyor

The purpose of these guidelines is to assist an owner's representative in his co-operation with a surveyor appointed by The Swedish Club.

When damage has occurred

After being informed about damage, The Swedish Club will send a representative to the location, either an in-house or an appointed surveyor. Like everyone else, when arriving on board the Club's surveyor is always expected to introduce himself. He should be able to present a document showing that he or his company has been appointed by the Club.

Information and documentation

Upon arrival the surveyor may have very limited information and will appreciate a briefing on what has happened, the extent of the damage etc. such as:

- Copies of logbooks
- Copies of damage reports
- Drawings
- Technical information
- Technical reports
- Class documentation
- Analysis results
- Salvage contract
- Authority documents
- Letter of protest
- Crew list

The surveyor must be given free access to all relevant documents and physical evidence. The surveyor and the owner's representative must together ensure that all measurements, records and evidence are recorded in such a way that all parties to the claims process can have confidence in the accuracy of the surveyor's report.

If it is not possible to establish all the relevant facts or if there is uncertainty about any particular matter, the parties should seek to establish trustworthy methods to achieve clarity and where appropriate, appoint an objective third party expert to conduct further investigations into matters that require special competence. In these cases, the surveyor should consult with the insurer and, if the owners are represented by the captain or chief engineer, they should contact the owner in order to ensure that all the measures taken are satisfactory to both parties.

Present at the survey

The owners will normally be represented by the vessel's superintendent or in minor cases by the captain and/or the chief engineer. In many cases it will be advantageous for a representative of the class and/or repairers to participate during the survey.

Conducting the survey

For the purpose of the survey, the owner's representative is in practice the shipowner. He represents the owner, and he is the only one who can order repair work to be carried out. The surveyor is there to provide support to the owner. The main purpose of the survey is to come to an agreement as to the cause, nature and extent of the damage. Sometimes, further records and investigation will be required, and the owner's representative should take the necessary steps to produce such documentation as soon as possible. An estimate of the cost of repairs should be made and discussed.

Specification and tenders

Tender procedures should always take place when it is considered advisable in the circumstances. Please note that the Club is entitled, pursuant to the insurance conditions, to request the submission of tenders. The specification should be divided into sections to cover:

- Agreed damage
- Items under discussion (if any)
- General expenses and owner's work (if any)

Progress of repairs

During the progress of the repair, it is the duty of the owner's representatives to keep the Club's surveyor informed and to advise should any major changes occur in the scope of work.

Approval of accounts

An essential part of the survey report is a detailed presentation of all costs incurred as a result of the casualty. The presentation should be itemized to show how the cost relates to the casualty. To enable the surveyor to supply this information, close co-operation between him and the owner's representative is important. The surveyor should participate in the final invoice discussions with the repairer. Should the superintendent fail to include the surveyor in these discussions, The Swedish Club is to be notified immediately.

Additional costs

There may be other costs that should be brought to the surveyor's attention for approval such as:

- Subcontractors
- Spare parts or other supplies from the owner or other suppliers
- Work carried out by the crew in connection with the damage repairs

Deferred repairs

Should the owner choose to defer damage repairs (if accepted by the Class), a specification of these repairs should be drawn up, agreed and form part of the report.

Generally

It is essential that the surveyor and the owner's representative co-operate fully during the survey. The purpose of the survey is to establish to the satisfaction of both the insurer and the shipowner all the facts that are relevant in making a fair and correct insurance settlement.

Further instructions and report templates can be found on our website www.swedishclub.com.



IMPORTANT

The Swedish Club is a mutual insurance company, owned and controlled by the owners. A surveyor attending on behalf of the Club, is therefore on board to investigate and assist the member when needed. Please treat him as your friend and colleague. The more information he obtains, the better he can assist you and the quicker the Club can adjust the claim.