

Service Levels and Standard Terms of Engagement

On notification

Obtain basic information about the type and potential extent of the loss

Take all reasonable steps to contact the insurer and/or nominated party

Following / On appointment

Within 24 hours contact appropriate parties to agree the time and place of survey

Within 48 hours attend on site/vessel unless otherwise agreed

Following survey

Within 24 hours provide insurers and initial advice in email format if appropriate

Within 48 hours make a written request for any further documents

Within 72 hours provide insurers a preliminary status report which should include all considerations

Final report should be issued as soon as possible when investigations are completed and no later than **7 days** after completion of quantification of the claim or on receipt of all supporting documents, where applicable