





AAPA 2007 Port Administration and Legal Issues Seminar

<u>Claims Handling</u> Damage to Cargo, Property, and Equipment



- Cargo
- Property
- Equipment



• What is the difference?

## CARGO – Third Party Liability

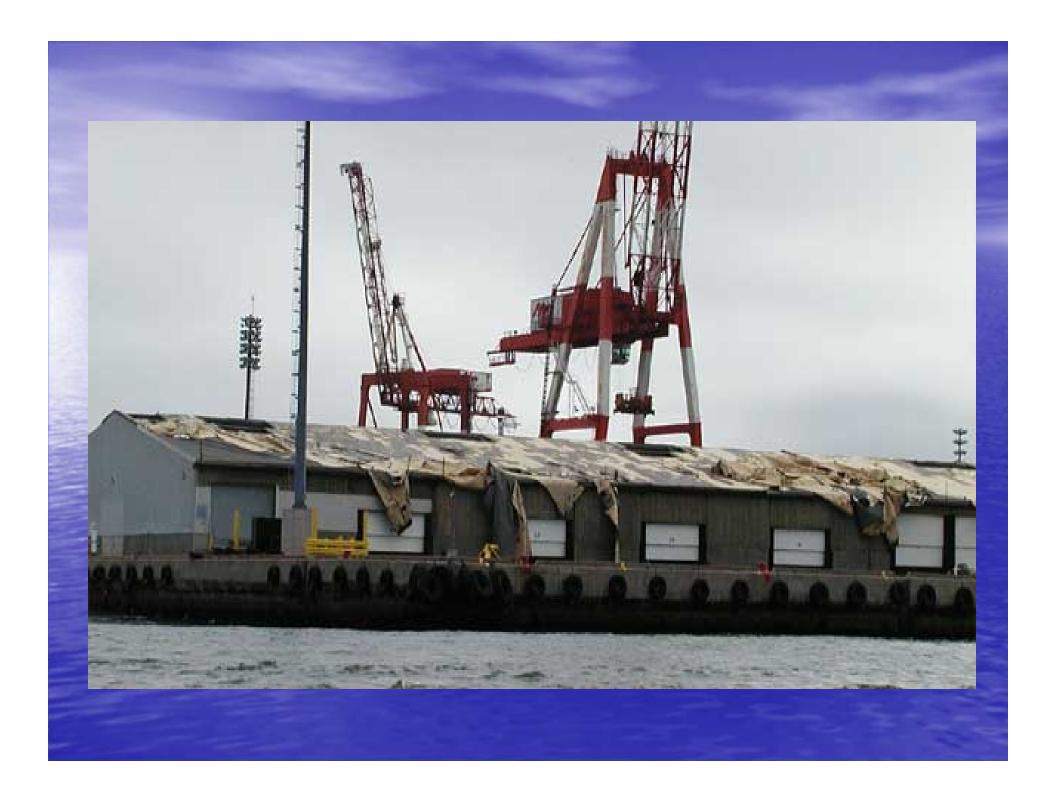


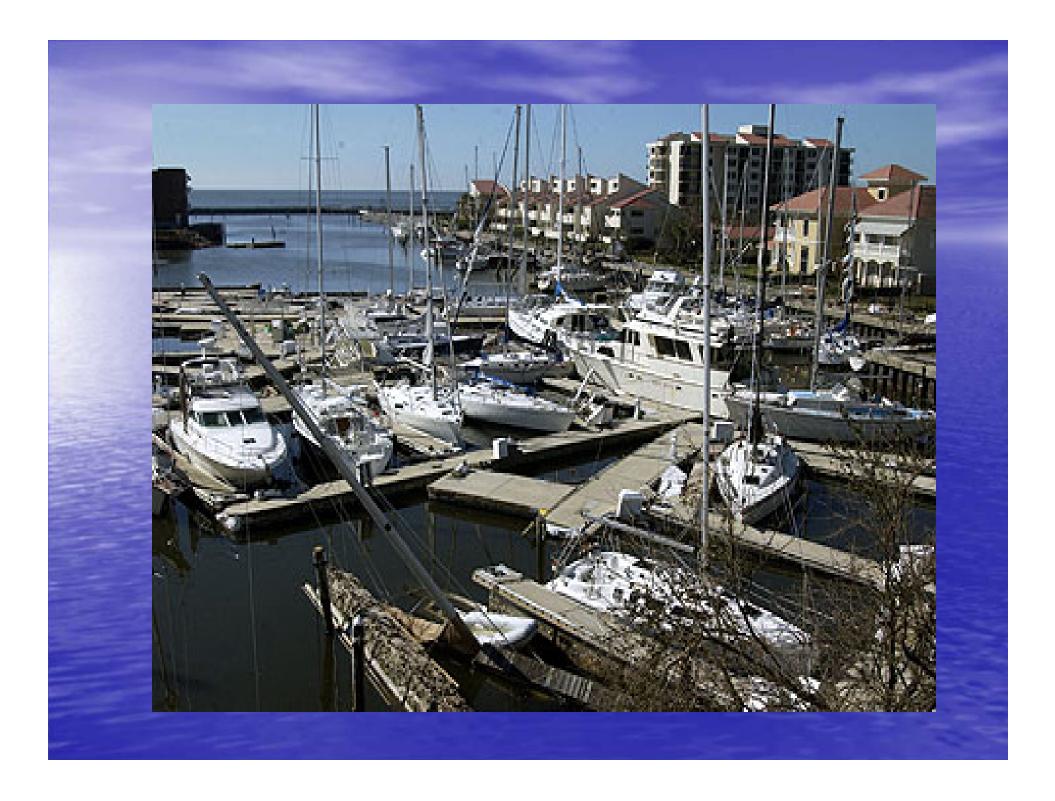
**PROPERTY AND EQUIPMENT** – First Party or Third Party Can be Both!













Methodology
Team Structure
Team Strategy
Knowledge of your Capabilities
Use your Resources
Plan of Action



### • **PRACTICES**

### • POLICIES

### PROCEDURES



## Practices



#### PRACTICES –

Set up a series of guidelines that meet all "Risk Management" criteria both internal and external of your Port.

Implement a plan that works with the current Risk Management guidelines of your Port.

### Practices



 PRACTICIES — Education of the key personnel. Training/Claims handling preparedness.

Internal/External - Set up a procedural manual for claims handling.

## Policies



#### • POLICIES -

A set of rules and regulations that guide the responders in an event so that their actions will augment the Practices that have been established.

## Procedures



#### PROCEDURES –

The set of actions taken by the claims handler/ claims team at the moment of an event being triggered.



# Identification – Reaction – Result

The incident has occurred!
Network of claims & investigative resources
Surveyors, Investigators, Loss Prevention, First Responders

Settlement Negotiation & Arbitration

Professional Association Membership





• Fundamentals: Be proactive in the Claims Handling process. Knowledgeable and active in the claims area. **Commitment to Claims Assessment** evaluation. Develop a relationship with your underwriters.



 Preparation of what to do when an event occurs creates an organized and efficient effort to repair/replace/and or mitigate the loss.