AAPA 2007
Port Administration and Legal Issues Seminar

Claims Handling
Damage to Cargo, Property, and Equipment
Claims Handling

- Cargo
- Property
- Equipment

What is the difference?
Claims Handling

CARGO -
Third Party Liability

PROPERTY AND EQUIPMENT -
First Party or Third Party
Can be Both!
Claims Handling

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

- 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

• PRACTICES –

  Education of the key personnel.

  Training/Claims handling preparedness.

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

• 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.
Claims Handling

- **BE PREPARED**!

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