



## STANDARD APPOINTMENT AND INSTRUCTIONS TO SURVEYOR

### **General advice.**

The purpose of the survey is to establish to the satisfaction of both the Insurer and the ship owner all facts that are relevant in making a fair and correct insurance settlement.

The Surveyor is the Insurer's representative whose main job is to ensure that the facts are established and documented in an objective and professional way. The surveyor may also assist in:

- Identifying possible courses of action and in estimating the costs involved
- Drawing up specifications for repair work
- Obtaining tenders
- Supervising and checking repair work

However, the surveyor should not express any opinion on matters of insurance coverage. Without express authority the Surveyor may not incur expenses, give guarantees or admit liability on behalf of Insurers.

The Owners will normally be represented by the vessel's superintendent or in smaller cases by the captain and/or the chief engineer.

In many cases it will be advantageous for a representative for class and/or repairers to participate during the survey.

It is essential that the Surveyor and the Owner's representative co-operate fully during the survey.

The surveyor must be given free access to all relevant documents and physical evidence. The surveyor and Owner's representative must together ensure that all measurements, records and evidence is 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 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 make further investigations into matters that require special competence. In these cases the surveyor should consult with the Insurer and if the Owner is 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.



The Surveyor should participate in the final invoice discussions with repairer. Should the Superintendent fail to include the Surveyor in these discussions, Gard to be notified immediately.

The Surveyor's report should be sent directly to the Underwriters, who are the principals, regardless of who made the appointment in the first place.

On receipt of the request to perform a survey the Agent/Surveyor should immediately confirm in writing the acceptance of the appointment and name the attending Surveyor. In the absence of such written confirmation from the Surveyor, and the Underwriters have to appoint another Surveyor, the invoice from this survey is not for Underwriters account.

The Underwriters should be put on notice immediately if there seems to be a conflict of interest between the Underwriter and the assured, so that the Underwriter can give surveyor more specific instructions.

Unless special power of attorney is given, the surveyor may not incur expenses, give guarantees or admit liability on behalf of Underwriters

### **Preliminary survey report.**

The preliminary report should preferably be given **within 24 hours, or as soon as possible** after the first survey.

The main objective with the preliminary report is to give the claims handler enough information for him/her to take the necessary steps to protect the assured and the Underwriter's interests. The preliminary report should be sent electronically with digital photos by e-mail.

The preliminary survey report must address the following issues:

- Vessel's details
- Vessel's itinerary
- Parties represented at the survey
- Occurrence and the vessel's cargo situation
- Narrative
- Survey findings
- Estimated cost and time for repairs
- Cause consideration

### **Final survey report**

The final survey report should be given **within 30 days** after the last day of attendance and/or completion of repairs. If this is not possible due to missing information **the underwriters must be advised.**



The surveyor should report if the vessel's Class and/or statutory status is due/overdue.

The final report and attachments are to be supplied in an electronic version. Please remember to downsize the electronic file/s (photographs, scanned docs etc.) before sending by email.

The complete invoice for the services with breakdown of costs is to be forwarded together with the survey report to the Underwriters unless otherwise agreed.

The final survey report must address to following issues:

<u>Vessel</u>	Name and port of registry Gross tonnage Year of build
<u>Survey</u>	Where and when the vessel was surveyed Who was present at the survey
<u>Occurrence(s)</u>	When did it happen Where did it happen What happened
<u>Cause of damage</u>	The attending surveyors opinion on cause of damage. If the cause is disputed, the Owner's representative's allegation should also be referred to and the surveyor's reasons for not accepting it.
<u>Repairs</u>	<u>Temporary repairs</u> Why were permanent repairs not done What was temporary repaired. What was the cost of temporary repairs <u>Permanent repairs</u> Tender procedures What was permanently repaired What was the cost of permanent repairs Was dry-docking required for repairs <u>Deferred repairs</u> What was deferred Why was it deferred Specification and cost estimate
<u>Extra expenses incurred to reduce delay</u>	What are the costs and how much time was saved if any.



Time Repair time for each occurrence listed separately  
(Reference is made to survey report forms mentioned below)

Work carried out not concerning average  
Description of work not concerning average  
Cost of work not concerning average  
Time to carry out work not concerning average  
(time in dry-dock)

Approval of costs All approval of costs shall be made “without prejudice to underwriters”

For further instructions reference is made to the following documents, which can be found at our web page [www.gard.no](http://www.gard.no):

- H&M survey report
- Guidelines to Surveyor – H&M details
- LOH survey report
- Third party liability survey report

Gard Marine AS  
Marine Claims Department  
Skipsbyggerhallen  
Solheimsgaten 11  
N-5058 Bergen  
Norway  
E-mail: [marineclaims@gard.no](mailto:marineclaims@gard.no) (or directly to the claims handler)