

**THOMAS
MILLER**
CLAIMS MANAGEMENT

COMPLETE PROBLEM SOLVING FOR THE MARINE INDUSTRY



A WORLD OF MARINE AND LOGISTICS EXPERTS

TMCM offers a unique, specialised solution to claims and risk management requirements in the marine and logistics sectors.

It brings together expertise in ship operation, chartering, marine claims, insurance management, maritime law and medicine, and has its roots in over 130 years of expert service to the industry by the Thomas Miller group.

- On-demand assistance with problem claims
- Caseload management and outsourcing
- Casualty response coordination
- Negotiation and resolution of complex matters
- Loss-prevention, compliance and risk management advice

Whatever and wherever the problem, TMCM has the skills, approach and global resources to find the answer.

MARINE AND LOGISTICS CLAIMS

- Hull, machinery & property
- P&I - cargo, collisions & damage to berth
- Illness and injury to crew, passengers & stevedores
- Freight & demurrage
- Crew compensation claims
- Multi-modal, freight forwarding & NVOCC
- Commodities & trading

LEGAL ADVICE & ASSISTANCE

As marine claims and insurance experts, TMCM is able to advise on a wide variety of real and potential risk management issues.

- Arrests & detentions
- Security, limitation and liens
- Local legal & regulatory systems
- Charterparty advice and drafting
- Crew contracts
- Carriage contracts & inter-modal regimes

Where expert legal advice is needed, TMCM works with TM Law and its extended legal network to bring clients the guidance they need, anywhere in the world, with the reassurance that they are not stepping into the unknown.



MEDICAL ADVICE, ASSISTANCE AND CASE MANAGEMENT

TMCM is the largest provider of crew and passenger claims services to the marine industry, partnering its UK doctors and nurses with a team of dedicated case managers and decades of experience in handling marine claims and emergencies.

With a worldwide network of medical providers, local agencies and cost containment resources, TMCM can handle any medical matter from the ship's first call for assistance right through to the audit and investigation of costs.

- 24/7 ship-to-shore medical advice- routine and emergency
- Medical evacuations and repatriations
- Home country case management and return to work
- Cost containment
- Pre-employment medicals & occupational health

SURVEYS AND INVESTIGATIONS IN EVERY PORT

Operators can find themselves dealing with a wide range of technical and environmental factors, from floating riverine berths and basic port facilities to complex currents and difficult climates.

Reliable surveys and technical assistance are essential for the safety of vessel, cargo and crew, and for protecting against claims. TMCM can engage the necessary skills, whenever and wherever.

- Pre-load, discharge & draught surveys
- Damage to vessel, cargo & berth
- Fire, theft and fraud investigations
- Hire surveys
- "Unsafe port" investigations

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