

**THOMAS
MILLER**
CLAIMS MANAGEMENT

**WORKING WITH CRUISE
OPERATORS. ANYTIME.
ANYWHERE.**

Meeting your global challenges



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WORKING WITH CRUISE OPERATORS ANYTIME, ANYWHERE

Thomas Miller has been a leading partner to cruise ship operators for over a century, pioneering many of the insurance and risk management changes in the industry and guiding operators through external challenges, from increasing regulation to hijacking and terrorism.

TMCM builds on the casualty, claims, legal and medical backgrounds of its team to meet the special challenges posed by this rapidly changing sector.

PEOPLE AT SEA - OUR SPECIALITY

TMCM has been working with the cruise and passenger sectors for decades, building on the casualty, claims, legal and medical backgrounds of its team to meet the specific challenges posed by this rapidly changing part of the industry.

We've evolved with the cruise sector to acquire a unique understanding of the problems you face, and the most effective ways to resolve them.

PASSENGERS - A PRECIOUS CARGO

Despite the great lengths you go to, passengers and their property will always encounter the unforeseen.

They may also feel that they have cause for complaint with their experience on board.

TMCM has the skills and resources to assess the facts and work towards a satisfactory conclusion.

- Illness or injury suffered on board, in transit or during excursions
- Delays or cancellations due to weather, technical issues or third party failures
- Loss/damage to property
- Complaints with embarkation, excursions, or life on board
- Allegations of harassment or assault

EMERGENCY RESPONSE

Sometimes a medical emergency will arise which requires immediate action.

TMCMs global network is standing by around the clock.

- Advice on available facilities worldwide and possible diversion of vessel
- Monitoring of treatment through local correspondents and case managers
- Escorted repatriations or full MedEvacs
- Immediate and follow-up care in the home country



CLAIMS & LITIGATION

Some claims will not go away, and some complex disputes cannot be solved easily.

As a passenger claims and insurance specialist, TMCM is equipped to resolve the most difficult, sensitive and inflamed of passenger disputes:

- Meetings with passengers and families
- Gathering witness evidence
- Medical assessments to establish injury and prognosis
- Investigation of suspicious claims
- Mediation and ADR
- Settlement meetings and documents

Where legal proceedings are served or local expert legal advice is needed, TMCM works with its extended legal network worldwide, to apply the necessary skills while always keeping costs under control and in proportion.

- Fast, expert advice on local procedures, risks and costs
- Application of international standards to local disputes
- Athens Convention & Protocols
- Warsaw and Montreal Conventions
- EU Package Travel Regs
- Defence and settlement in local courts
- Contribution and recovery from boat and excursion operators

From routine complaints to difficult negotiations, and management of litigation and recoveries worldwide, TMCM is the natural partner for passenger claims.

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