

**THOMAS  
MILLER**  
CLAIMS MANAGEMENT

# LOOKING AFTER YOUR HUMAN RESOURCES

*Crew and marine personnel*





## CREW MATTERS: INFINITELY VARIED AND OFTEN COMPLEX

Manning and operating a modern vessel presents a mix of human, legal and technical considerations.

Crew, concessionaires and other marine personnel can suffer illness or injury in difficult places, and can require intensive or long-term treatment when home. They may also have grievances about benefits or compensation which pose a legal challenge, possibly in a remote and unfamiliar jurisdiction.

The Maritime Labour Convention (MLC2006) places far-reaching obligations on marine employers; yet standards of medical screening, on-board conditions and contract benefits can be hard to identify where Flag states fail to issue detailed guidance.

Thomas Miller has been dealing with crew matters for over a century. With a team drawn from marine insurance, medicine, ship management and maritime law, TMCM provides crew risk management, claims and casualty solutions in over eighty countries, to some of the world's biggest maritime employers.

### MEDICAL CASE MANAGEMENT

TMCM has tailored medical assistance and case management to the specific needs of the marine industry, taking account of crew contracts, international standards promoted by the ITF and MLC2006, and varying crew agency and management structures.

Combining its marine case handlers with a global network of medical facilities, assistance providers and local agencies, TMCM builds a unique marine solution to crew medical management.

- Dedicated case handler for every crew case
- Direct management and funding of care
- Effective mix of state and private care
- Reports quality-controlled to enable proper decisions
- Costs monitored and controlled
- Transport and accommodation where needed
- Cross-border solutions for specialised treatment
- OHA, FCE and "Back to Work" medicals

### MEDICAL EMERGENCIES

Evacuating and landing a crewmember is a pressurised and delicate task. TMCM case handlers work under the guidance of our doctors to arrange:

- Medevac by launch/helicopter
- Transfer to hospital ashore
- Doc-to-Doc telephone conferences
- Visits to crew in hospital
- Discharge estimates
- "Fit to Fly" documents
- Hotels and transport

### MEDICAL REPATRIATION AND TRANSFER

When the necessary facilities or specialties are not available locally, or long-term hospitalisation is indicated, TMCM can get your crewmember to an appropriate facility, or all the way home:

- Air or ground ambulance
- Bed-to-Bed transfers
- Airline ICU/stretcher
- Coordination on arrival
- Onward case management

### COMPENSATION AND CLAIMS

Accidents and injuries do happen, and where crewmembers sustain accidental injury they may have a claim for compensation. This may go beyond what is in their contract, and the solution may require an appreciation of international standards and the norms of their own jurisdiction.

TMCM has long experience of crew claims of all kinds, in all parts of the world. We work to resolve disputes avoid the risks of litigation and vessel arrest in difficult jurisdictions.

- Fast, expert appraisal of issues and prospects
- Research on application of Flag, domestic and international standards
- Direct discussion with crewmember/lawyer
- Face-to-face negotiation
- Drafting settlement documents
- Settlement meetings and notarising documents

Where claims seems exaggerated or fabricated, further measures are available:

- Taking and reviewing new witness evidence
- Thorough medical exam and specialist case review
- In-country surveillance and fraud investigation

Whatever problems you face in handling your human resources at sea, TMCM is ready and willing to assist.

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