

**THOMAS
MILLER**
CLAIMS MANAGEMENT

**Closing the distance and opening the door
TMCM in Australasia**



TMCM: an established name in a region coming of age



Australasia is one of the great success stories of the twenty-first Century: an economic superstar with a dynamic and progressive outlook; limitless ambition combined with a passion for preservation; fiercely regional yet thoroughly international.

Those looking to seize the region's many opportunities encounter a range of legal, governmental and social systems, where local and federal structures play a key role, and where distance and climate can provide formidable challenges.

Thomas Miller has been helping shipping and logistics operators, commodities traders, cruise lines, terminal operators and others explore this vast region for forty years, since choosing Sydney as the location for its first overseas office.

Today, TMCM opens up Australia, New Zealand and the South Pacific for its clients, helping them negotiate the critical differences in a region which can seem so familiar.

Marine & transport claims

While English law still governs many international contracts and its influence is still strongly felt, the region has highly distinctive legal systems, with separate state and federal jurisdictions, and significant local powers.

The protection of workers and the environment are central themes, and can surprise operators and insurers involved in apparently minor incidents.

TMCM can help you not only to protect yourself from claims, fines and unwanted delays, but to maximise your own chances of a remedy.

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

Legal advice & assistance

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

Medical risk management & emergency

For nationals and foreigners alike, the wide availability of world-class medical facilities can sometimes be overshadowed by challenges in reporting and billing, and the geographical problems posed by sheer distance to the nearest appropriate facility.

Working directly with medical networks and regional providers, TMCM tackles these challenges in one process to ensure the best solution for the patient, with an eye on practicality and cost.

- 24/7 medical advice and assistance
- Home country case management
- Hospitalisation of crew and expats abroad
- Cost containment
- Emergency response & medevac
- Repatriation and air ambulance
- 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 changeable 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
- Condition surveys
- "Unsafe port" claims

Contacts

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