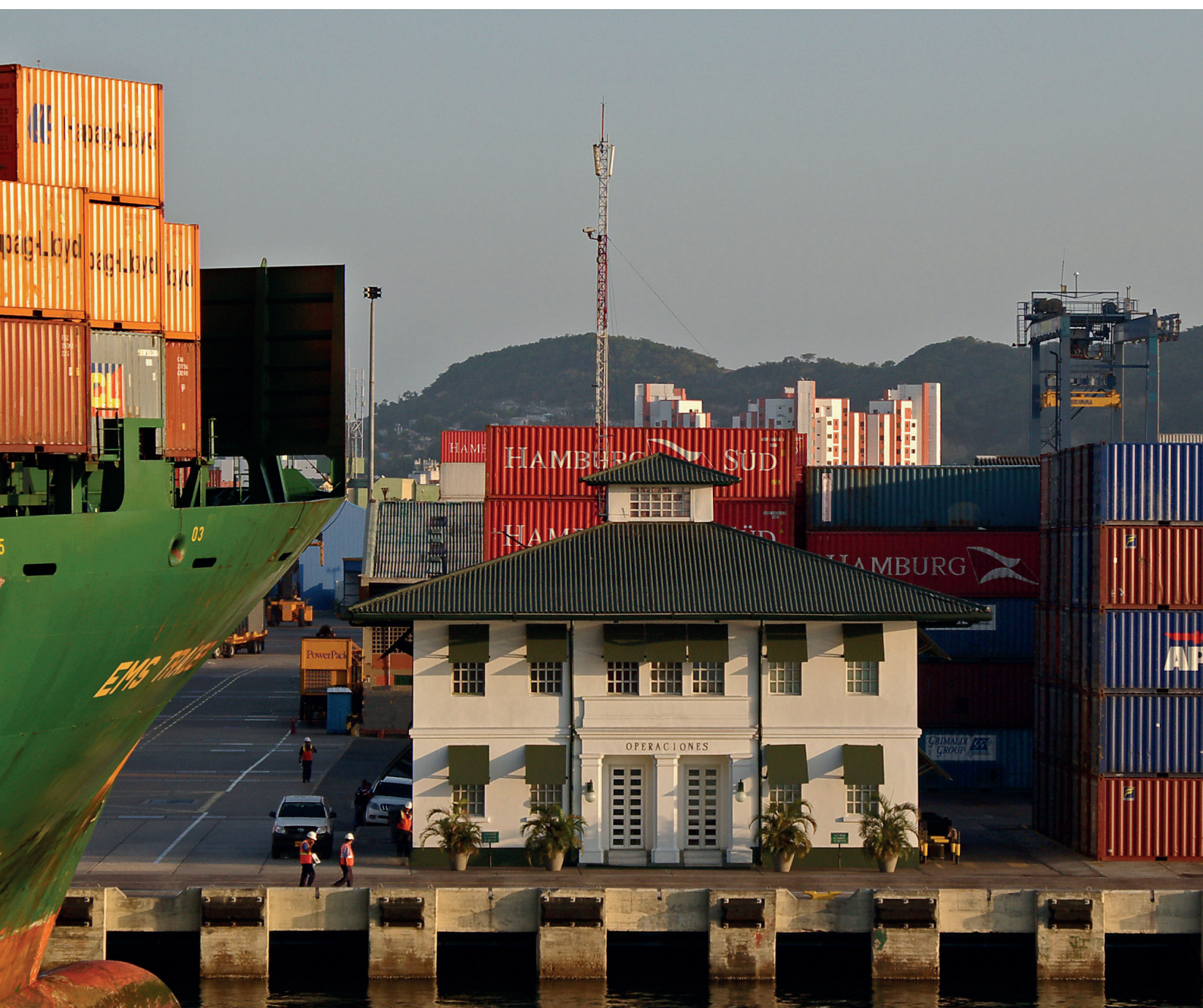


**THOMAS
MILLER**
CLAIMS MANAGEMENT

Old friends and new frontiers

TMCM in Spain, Portugal and Latin America





Thomas Miller, translated

Building on over a century of deep and valued relations with the Spanish, Portuguese, and Latin American markets, TCMC now offers its claims, casualty and risk management services to clients operating in these energetic, varied and sometimes challenging regions.

Through its expert team, working with its Spanish and Portuguese service partners, TCMC can help you to minimise risks and mitigate losses, to make the most of your opportunities.

Marine & transport claims

Despite the influence of English law in international maritime, carriage and general contract law, claims are often subject primarily to an array of local regimes and customs, which can vary from the highly sophisticated to the arbitrary and opportunistic.

TCMC can help you not only to defend yourself from claims in unfamiliar systems, 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
- Charterparties
- Multi-modal, freight forwarding & NVOCC
- Commodities & trading
- Labour disputes & compensation claims

Legal advice & assistance

- Arrests & detentions
- Security, limitation and liens
- Local legal & regulatory systems
- Contract advice and drafting
- Charterparty forms
- 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, TCMC 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. TCMC can engage the necessary skills, whenever and wherever.

- Pre-load, discharge & draught surveys
- Damage to vessel, cargo & berth
- Condition surveys
- “Unsafe port” claims
- Theft, fraud & organised crime



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