



Our experience means we can handle the most complex marine underwriting, claims management and settlement.

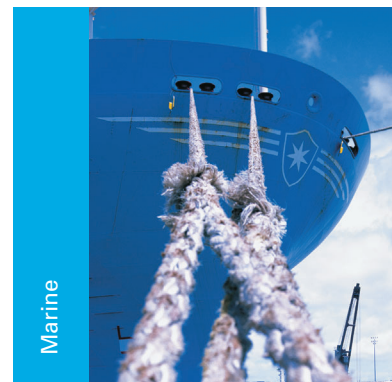
Marine

Marine insurance is a specialist area, so at QBE we have a highly experienced team which can handle the most complex underwriting, claims management and settlement. Whether it's getting your goods to the right place in good condition or protecting your marine operation and assets, QBE has the expertise and resources to provide specialised marine cover in this complex area.

QBE offers the combination of international capability and capacity that comes from being part of a significant worldwide insurance group along with the innovation and tailored solutions that immediacy and local relationships can give.

Our experienced marine claims team is aware of the needs of your business and that means pro-actively managing your claim and looking for alternative solutions.

At QBE we understand that by identifying risk exposures and implementing sound risk management and loss control techniques, you can reduce your risk exposures, reduce premiums that you pay for your insurance and enhance profitability.



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Cargo

Getting your goods to the right place at the right time is crucial to your profitability. But moving your goods around the world can be a risky business, especially in today's global market. Do you have these risks adequately protected?

The QBE Solution

The QBE Marine Cargo policy can provide worldwide coverage of goods in transit by sea, land and air, has no limitation on the types of cargo that can be insured, and can be tailor made to meet the most diverse insurance needs. Our international network means we can often expedite a situation with local representation in each country.

The QBE Cargo policy covers include:

- based on the Terms of Trade you have agreed for your shipment we can provide you with the complete coverage you need to get your goods from warehouse to warehouse
- coverage for General Average losses and General Average contributions in accordance with International Law
- coverage for the risks of war, strikes, riots and civil commotions

Available extensions include:

- inherent vice cover on specialist New Zealand exports
- rejection for import by foreign Governmental Authorities for New Zealand primary products
- Seller's Interest cover for loss or damage protecting the Insured where ownership of the goods has changed hands

QBE Risk Management Services

QBE Marine's extensive knowledge of the risks associated with the transportation of cargo enables us to provide our customers with expertise in unique risk management and loss control options. Successfully employing sound risk management techniques reduces both risk exposures and the premiums for insurance, a winning combination. Our specialists undertake:

- pre-shipment packaging and loading surveys
- terms of trade advice
- quality and quantity surveys
- load, stow and lashing surveys
- discharge surveys
- intervention with Governmental Authorities on bio-security controls and rejection orders
- prompt and efficient damage surveys and reporting from anywhere in the world

Case Studies

An importer was continually receiving shipments in a damaged condition from his overseas supplier. A QBE packaging consultant was able to advise the shipper of the specific problems and recommend a new packaging regime to prevent future occurrences.

An exporter shipped drums of liquids to an overseas customer who complained of potential contamination from corrosion of the drums. QBE specialists in both countries investigated and determined that there was no contamination but that recent changes in the exporters manufacturing processes were causing the drum corrosion. Recommendations were made for changes in the manufacturing process to prevent future occurrences.



Marine Liability

Businesses operating in the marine and transport related environments are potentially more exposed than most. While insurance can't provide all the answers to minimising these risk factors to acceptable levels, the QBE Marine Liability policies will ensure the best protection from the unknown.

The QBE Solution

The QBE Marine Liability policy can provide comprehensive coverage tailored to your needs. Dependent on the risks associated with a specific business, coverage can include:

- basic third party liability coverage for vessel owners including removal of wreck, crew and passenger liabilities, cargo liability, legal expenses, fines and penalties
- pollution response and clean-up liabilities
- liability to vessels in your care, custody and control
- liability for loss or damage to others' cargo in your care, custody and control
- liability of a marine professional for acts or omissions including fines and penalties incurred at law

Risk Management Services

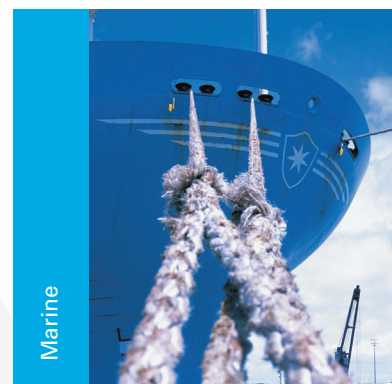
When you insure with QBE you will have access to a team with extensive knowledge of the risks associated with the marine industry who can assist you with a unique range of risk management and loss control solutions to help in your business. We can tailor a loss control programme for your fleet to include.

- charter party contract review
- service and repair conditions of service review
- vessel operations and management review
- prompt and efficient damage surveys and reporting from anywhere in the world

Case Studies

As the result of a large claim it became evident that a ship repairer had never prepared a Standard Terms of Service agreement for execution with his clients. As a result the ship repairer incurred a large uninsured liability. QBE specialists were able to assist in preparing a standard agreement for future use, which limited overall liability to a level normally acceptable in the industry.

An insured Freight Forwarder inadvertently released cargo in a foreign country to a fraudulent consignee contrary to the instructions of his client shipper. As a result the shipper did not get paid, lost his cargo and threatened to move his business from the freight forwarder. QBE met the claim of the shipper and through their worldwide connections were able to get a full recovery of the value of the cargo from the consignee.



Hull

On the water it is important that you and your business are covered against the diverse risks that are the "perils of the sea". You need cover for hull, the machinery on the vessel, the risk of wars or strikes, or if the worst were to happen, the expense of salvage. The risks are varied, which is why you need to look for comprehensive cover that offers a tailor made solution.

The QBE Solution

The QBE Hull policy covers include:

- coverage for vessels against the traditional "perils of the sea"
- coverage for the machinery aboard the vessel
- coverage for the risks of war, strikes, riots and civil commotions
- cover for the expenses of salvage and removal of wreck if required

Available extensions include:

- contingent cover for the expenses associated with operating a vessel involved in a loss such as locating a replacement vessel, loss of freight receipts, crew disbursements, repurchase expenses
- breach of warranty coverage for third party financial interests
- cover for loss of charter hire income and loss of profits
- cover for the interests of builders and owners while vessels are in the course of construction

Risk Management Services

Our extensive knowledge of the risks associated with the operation of vessels of all types, enables us to assist in the provision of a unique range of risk management and loss control options. We can tailor a loss control program for your fleet to include:

- pre-purchase condition and valuation surveys
- machinery maintenance scheduling
- weather routing services for blue water voyages
- charter party contract review
- prompt and efficient damage surveys and reporting from anywhere in the world

Case Study

An owner of a fleet of vessels was continually suffering expensive machinery breakdowns and as a result incurring higher premiums and deductibles on his insurance. A QBE specialist assisted the owner to implement a detailed maintenance schedule specific to his style of operations. The result was less down time for the fleet and lower premiums.

This brochure does not provide full details of every aspect of cover, nor all exclusions or limitations that may apply. For full details please contact your local QBE office or insurance advisor for a copy of our policy wording.

