

# Established expertise

Specialist insurance for transport and logistics providers



# Contents

Welcome to TT Club	1
Tailored requirements	3
Created for containers focused on the future	5
Complete cover	6
Every solution one choice	8
Global network, local expertise	10
Key facts	12
Creating added value	15

## Welcome to TT Club

If you are looking for established expertise that delivers best-in-class solutions, welcome to TT Club.

TT Club is, quite simply, the leading provider of insurance and related risk management services to the international transport and logistics industry.

“It’s not the usual relationship between an insurer and the assured. Ours is a long-term partnership where TT Club has supported us as our business has grown and our needs have changed.”

**Member (30+ years)**



## Tailored requirements

For businesses transporting goods around the world, we provide the insurance you need for the risks you face. 'TT' stands for 'through transport', reflecting the door-to-door nature of these risks. 'Club' denotes our mutual status, with ownership belonging to our Members rather than shareholders.

Goods in transit are at risk from a huge range of potential problems. From cargo damage to pollution, from bodily injury to machine breakdowns. Issues facing operators include the possibility of:

- Warehouse fires
- Customer goods being lost in transit
- A third-party being injured at your facility and suing you for damages
- Damage to a crane while loading cargo, requiring expensive repairs
- Breaches in customs or safety at work regulations
- Ship collision resulting in General Average or salvage contributions on your containers or cargo

Just some of the reasons why we provide the most comprehensive cover, giving you the confidence and resources you need to keep your business running smoothly when the unexpected occurs.

Of course, many operators are only involved in a specific part of the supply chain process, which is why we always ensure our cover is tailored to your particular requirements. So you only pay for what you need – no more and no less.

And we work with all sorts of customers – from some of the world's largest shipping lines, ports, freight forwarders and cargo handling terminals, to companies operating on a smaller scale but whose activities face similar risks.

We have an excellent annual retention rate: 95%. In fact, many of our customers have been with the Club for over 20 years. They continue to choose TT Club because of the value of our underwriting, claims and loss prevention expertise and support.

We have an excellent annual retention rate: 95%. In fact, many of our customers have been with the Club for over 20 years.

# 95%



**Created for  
containers,  
focused on  
the future**

TT Club has single-mindedly served the international transport community since 1968 – the year that the first purpose-built container ship took to the seas.

The advent of containerisation enabled the seamless movement of goods from warehouse to warehouse, with containers only being opened on arrival. Before containerisation, responsibility for ship owners was from port to port; now insurance is needed from door to door.

**The industry's insurer that belongs to the industry**  
Today, TT Club insures 80% of all maritime containers and has an insurable interest in over 46% of the world's top 100 ports. We also insure some of the largest freight forwarders and logistics operators, as well as hundreds of smaller operators.

At the time, the traditional providers of liability cover to ship owners and charterers – P&I Clubs – decided that they wanted to remain water-borne insurers. They were reluctant to cover the containers ashore, either for the risks of cargo liability or for third party damage. TT Club was created to fill the gap.

**Companies represented on the TT Club Board**

**1000**

Over 1000 Members across 150 countries make us a truly global business.



## Complete cover

With unrivalled experience since the onset of containerisation, and the specialist expertise that comes from our uniquely single-minded focus, we are able to provide our Members with comprehensive insurance that covers their full range of exposures.

We design our cover to ensure it works seamlessly alongside other insurances, such as ship operators' P&I cover.

### Our insurance covers five main areas:

- Warehouse fires
- Container risks for ship operators and others
- Transport and logistics operator liabilities
- Cargo handling facility liabilities and assets
- Port authority liabilities and assets
- Forwarders' cargo all risks

### At a glance

See the table opposite for the full range of business categories we insure and the covers we provide.

89% of Members highly rate the Club in terms of the benefits they receive from the Club's industry knowledge and experience.

Customer Satisfaction Survey 2018

# 89%

## Transport categories insured

### Risks covered

	Logistics operators	Road, air, rail & sea freight operators	Port authorities	Container terminals	Bulk facilities	Container risks (ship operators)	Cargo handling facilities	Container lessors and equipment	Fixed base operators	Hauliers
Liabilities for loss of or damage to cargo and customers' equipment including ships and aircraft	•	•		•	•		•		•	•
Loss or damage to owned or leased equipment including strikes, riots and terrorist risk	•	•	•	•	•	•	•	•	•	•
General average and salvage guarantees and contributions for equipment and cargo	•	•				•				
Liabilities arising from errors and omissions, including delay and unauthorised delivery	•	•	•	•	•		•			•
Third-party liabilities including sudden impact and accidental pollution	•	•	•	•	•	•	•	•	•	•
Fine and duty	•	•	•	•	•	•	•	•	•	•
Property, equipment and business interruption	•	•	•	•	•	•	•	•	•	•
Fire legal			•	•	•		•		•	
Berth damage			•	•	•		•			
Port blockage			•	•	•		•			•
Wreck removal costs			•							
Investigation, defence and mitigation costs	•	•	•	•	•	•	•	•	•	•
Disposal, quarantine and disinfection costs	•	•	•	•	•	•	•	•	•	•
Misdirection costs	•	•								
Political risks including war risks on land for equipment						•				

## Every solution, one choice

Established expertise. This is our foundation, enabling us to create best-in-class solutions, unravel complexity to deliver simplicity and continually raise the outstanding standards of our Member service to Members.

No other insurer can offer the same combination of expertise, knowledge, security and global reach to freight transport companies throughout the supply chain.

### Our advantage of experience

With over 45 years' experience serving the freight transport industry, we are ideally placed to deal with any and every eventuality. It is this wide-ranging experience that enables us to ensure our policy coverage is comprehensively fit-for-purpose. It is also our unique depth of experience that means, whenever faced with a claim, we are more than likely to have dealt with a similar situation before.

At any one time, we handle around 10,000 open claims files – covering everything from bodily injuries, contractual disputes, misdeclared cargo and forklift truck collisions to sinking ships, hurricanes and tsunamis. Always putting our Members' interests first, our extensive knowledge of industry case histories give us the understanding and insight to make confident judgements on whether a claim is worth pursuing in court or not.

No matter how unusual a query or claim may be, we like to think that if we have not seen it before, it most probably has not happened.

### Our people are your people

Representing every type of operator and every region of the world, our Board of Directors is drawn from the Club's membership. Our structure means that the Membership can input into the key decisions we make about the types of risk we underwrite, our strategic direction, the awarding of discretionary payments and other financial considerations.

Collectively speaking many languages to ensure clarity of communication, our executives are all highly qualified professionals – from maritime lawyers, barristers and solicitors to logistics and freight managers.

“What we truly value is the fact we can pick up the telephone and speak with an expert straightaway who can help us with a contract query or claims issue.”

**James R Callahan**  
Chairman, President & CEO  
Nautilus International Holding Corporation

### Financial stability you can rely on

With our focus on maintaining stability, we are recognised for our effective management of financial performance and our balanced portfolio of business. Well capitalised the Club has a A- (Excellent) financial strength rating from AM Best. A very strong capital position equivalent to A++: the highest rating on AM Best's capital adequacy model. Our accounts and financial highlights are freely available.

### Collaborative success

Unrivalled in the depth and range of our legal and industry expertise, our claims handlers operate out of over 20 claims offices, situated in key jurisdictions and trade routes. Our Member support includes access to specialist surveyors and lawyers around the globe.

Always appreciative of our Members' commercial sensitivities, we are relentless in pursuing their best interests. Our aim is always to develop a joint strategy for managing claims to the most advantageous resolution possible. Our collaborative approach is part of our DNA, enabling us to steer disputes to Members commercial advantage.

### Integrating claims and underwriting

Our claims and underwriting executives work together as a single team – including hosting joint presentations and renewal meetings. All our Members and their brokers having named contacts for both claims and underwriting matters.

A strong capital position equivalent to A++, the highest rating on the AM Best capital adequacy model.

**A-**  
**(excellent)**

## Global network, local expertise

In today's globalised markets, operators increasingly trade beyond their geographical and jurisdictional comfort zones.

If you are carrying goods to and from regions where you lack experience or trusted local contacts, our established global network enables us to be wherever you need us – on hand to respond to any issues that may arise.

Whilst other insurers have global offices, they are not transport specialists. They may be able to source specialist partners, but they will not be fully integrated. The TT Club advantage is that, unlike general insurers, we are transport specialists. Our network of local partners – spanning 200 countries – shares our integrated IT systems. Everyone works together seamlessly and effectively, with the ability to view the status of any claim at any time.

Expanding to match our Members' needs, the Club has extensive geographical knowledge to ensure we can always get the right person on site quickly – a local expert who not only speaks the language and appreciates the culture, but also understands all the applicable laws and regulations.

The nature of the supply chain will frequently result in multiple parties being involved from different jurisdictions, potentially leading to complex legal issues. This is where TT's global reach is often called into play.

## TT Club and its network offices



## Key facts

Serving international multi-modal operators through the supply chain, we work closely with brokers to tailor insurance packages that meet individual needs.

## Highlights

1968

Established when containers revolutionised freight transport.

1000+

The number of policy holders insured.

95%

TT Club has an excellent retention rate.

87%

Of our members feel TT Club meets or exceeds the standards set out in the Club's service commitment.

A-  
(excellent)

A strong capital position equivalent to A++, the highest rating on the AM Best capital adequacy model.

20+

The number of countries in which TT Club has dedicated offices.

80%

Percentage of the world's maritime containers insured by TT Club.

46%

Percentage of the top 100 ports in which TT Club has an insurable interest.



## Creating added value

"In a short time you have been able to concentrate our interest on concrete and realistic things which will make a big difference to our operations."

**Stephen Bradford**  
Former Chief Executive Officer  
Port of Melbourne

"The training was really relevant to the clients and claims that we see and it clearly showed the trade specific capabilities of TT Club."

**Eliza O'Toole**  
Deputy Chair  
International Port Holdings Limited

Underpinned by our industry-leading insurance packages, we insist on the highest levels of customer service and continually seek to deliver added value to our Members through a range of extra benefits.

### Supporting Members, leading the industry

Always seeking to lead by example, we work actively with industry bodies to promote and implement large-scale risk management and loss prevention programmes.

### At the heart of our industry

As members or participants, we engage in international forums and trade associations, including COA, FIATA, IAPH, ICHCA, ILO, IMO and PEMA. Our enthusiastic involvement not only keeps us ahead of the curve regarding industry developments, but also ensures that we are able to make a positive contribution to issues that affect our Members.

### Steering the direction of travel

We continue to be a key player in international debates affecting a range of industry issues, such as the International Ship and Port Facility Security (ISPS) Code, the revision of the IMO of regulations relating to container weighing and CTU packing. Our commitment to the industry also results in invitations to assist in developing good practice guidance (a recent example being in standards for flexitanks).

### Expert publications

We regularly publish information that enables our Members to stay in touch with significant industry developments. These publications include our monthly e-newsletter TT Talk, featuring topical stories and information updates.

Frequently invited to speak at conferences, we also publish industry press releases, editorial comment and white papers sometimes in collaboration with other industry bodies.

### Training and support

Supporting our Members by sharing best practices, our loss prevention programme also features information about relevant industry and legal developments. Our resources include stop loss brochures, risk management guides and handbooks.

We also provide a range of popular training and support services, including seminars and workshops tailored to your precise circumstances and claims history.

While paying claims is core to what it does, TT Club would much rather help avoid incidents altogether through effective risk management.

#### **Reducing exposure with risk assessment**

Helping our Members reduce their exposure to claims, our risk assessment programme highlights improvements that they can make to their business processes. Any information that is not sensitive to a specific client's operations is shared across the whole membership, for the benefit of all.

#### **Exclusive benefits**

##### **Supplier discounts**

Focusing on products and services that we believe can help protect our Members' staff and reduce claims, we offer a range of third-party discounts. These include a 15% discount on e-learning training for businesses involved in handling dangerous goods and packing containers.

##### **ClaimsTrac™**

Members and brokers can access claims information 24/7 through our online ClaimsTrac™ service, enabling them to review instantly the progress of a claim and see the claims handlers' notes on how they intend to bring it to a conclusion.

#### **My TT Club**

Our Members and brokers-only online portal includes access to ClaimsTrac™, free PDF copies of our risk management handbooks (normally £36 each) and a range of exclusive supplier offers.

#### **Model contract conditions**

Available at My TT Club, our model contract conditions include bills of lading, waybills and trading conditions.

#### **ICHCA International Membership**

Our Members are automatically enrolled as an associate member of ICHCA International – the not-for-profit organisation that promotes best practice for cargo handling. Membership includes access to ICHCA's range of publications.

**For more information, visit [ttclub.com](http://ttclub.com)**

87% of respondents feel the Club always meets or exceeds the service standards set out in the Club's Service Commitment.

*Customer Satisfaction Survey 2018*

87%

**About Thomas Miller**

TT Club is managed by Thomas Miller – an independent, international provider of insurance, professional and investment services. With origins in the provision of management services to mutual organisations, Thomas Miller has a particularly strong presence in the international transport and professional indemnity sectors; where today it manages some of the foremost insurance mutuals.