
GUIDELINES FOR CORRESPONDENTS

2026/27





IGP&I International
Group of
P&I Clubs

INTRODUCTION

GUIDELINES FOR CORRESPONDENTS

Correspondents perform a key role looking after the interests of Clubs and their Members around the world, providing invaluable local knowledge and market insight.

These Guidelines have been prepared to enable correspondents to work closely with the Clubs to continue to meet Members' expectations for the delivery of the highest quality services. They provide the foundation for a common approach to the handling of incidents and promote a consistent response by all correspondents when instructed by a Club which is a Member of the International Group of P&I Clubs.

These Guidelines supplement individual Clubs' instructions to correspondents and cover issues common to all Clubs.





01

LISTING OF CORRESPONDENTS

Each Club maintains its own list of correspondents. The listing of a correspondent does not represent any contractual or agency relationship between the correspondent and a Club, nor does it create a right to be included in any subsequent list. Correspondents are not agents for the Clubs and are not automatically authorised to accept service of legal proceedings, legal notices or similar on behalf of the Clubs or any subsidiary or associated companies. The correspondent, although appointed by a Club, will usually act for the shipowner/charterer whose ship is entered with the Club.

Correspondents must be contactable 24 hours a day and they must keep the Club advised of changes to staff/office communications details. Correspondents should regularly check their entries on Clubs' websites and apps to verify that the Club has the correct contact details.

02

GOVERNANCE

Correspondents must operate to the highest legal and ethical standards and have appropriate systems and procedures in place. Correspondents should familiarise themselves and comply with the Club's supplier code of conduct (or equivalent policies).

It is important to note that failure to comply with these requirements could mean the Club removes the correspondent from its list.

Clubs will undertake 'Know Your Customer' (KYC) checks of Members and counterparties to ensure compliance with relevant sanctions, anti-money

laundering and anti-terrorist financing regulations. However, correspondents may have an independent obligation to make their own checks and cannot blindly rely on the Club's KYC process.

Clubs are required to KYC check their counterparts, including correspondents. Clubs may therefore from time to time request certain documentation from correspondents as part of that process.

A) BRIBERY AND CORRUPTION

Clubs have best practice systems to deal with bribery and corruption, including 'facilitation payments', and financial crime. Those systems extend to all correspondents and service providers. Compliance with the requirements of individual Clubs' strict bribery prevention and anti-corruption policies and anti-bribery laws¹ must be in addition to correspondents' compliance with any relevant legislation that may affect them.

B) MONEY LAUNDERING AND TERRORIST FINANCING

Correspondents should have systems in place to ensure they and their subcontractors and service providers do not contravene anti money-laundering, anti-terrorist financing or tax evasion legislation. Such systems should include procedures to identify their clients and ensure that transactions are legal².

¹ For example, the UK Bribery Act 2010 and the United States Foreign Corrupt Practices Act 1977.

² For example, the UK Proceeds of Crime Act 2002 (POCA), part 7, and the Criminal Finances Act 2017, part 3.

C) SANCTIONS

Correspondents must be aware of economic and trade-related prohibitions and restrictions caused by applicable sanctions legislation imposed by States or international organisations. Such legislation may affect a Member and/or the trade they undertake either directly or indirectly and can affect the assistance Clubs are able to offer Members. In particular, Clubs may not be able to make payments or assist Members in providing a letter of undertaking or bank guarantee to secure a claim.

It is the correspondents' responsibility to ensure that all third parties that they instruct, or remit funds to, are not listed as designated persons or organisations on any trade or economic sanctions lists, for example, those published and maintained by the United Nations, the United Kingdom, the European Union and the United States.

The situation on sanctions can change and the correspondent should contact the Club concerned for specific advice.

D) CONFIDENTIALITY

Correspondents may gain access to confidential information while assisting members and Clubs and such information must not be disclosed to third parties without prior consent. Additionally, Correspondents must refrain from publicly sharing any details of incidents they are involved in, including on social media platforms such as LinkedIn.

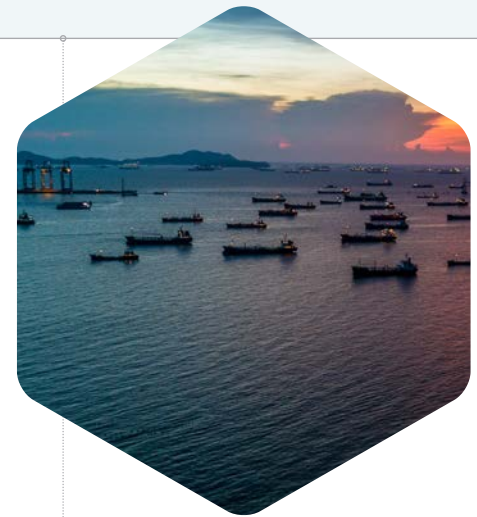
E) DATA PROTECTION

Correspondents should be aware that Clubs, correspondents and service providers are subject to data protection legislation³. Correspondents will routinely receive personal data for claimants and crew members. 'Personal data' refers to information about an individual, such as their name, job description, date of birth, email address, mailing address or health-related data. All personal data should be handled and stored carefully and distributed securely and no more widely than necessary. If the personal data is not necessary for the handling of the claim, it is preferable not to collect and transmit it to the Club.

F) CYBER SECURITY

Correspondents must implement and maintain robust cybersecurity measures to protect all data related to the Club, its Members, and third parties. This includes secure storage and transmission of information, regular security assessments and updates, and adherence to industry best practices. Any data breaches or cybersecurity incidents should be promptly reported to the Club. Correspondents should also ensure personnel are trained to identify and avoid cyber threats.

³ For example, the UK Data Protection Act 2018 and the EU General Data Protection Regulation (GDPR).



G) SLAVERY AND HUMAN TRAFFICKING

As part of the Clubs' business and supply chains, correspondents must conform with the Clubs' zero-tolerance position in respect of modern slavery and human trafficking, including compliance with any relevant legislation⁴.

H) CLIENT MONEY

Where permitted by local regulations, correspondents should operate a designated client bank account for the receipt of funds to pay claims. This account should be separate from the correspondent's day to day business accounts.

I) PROFESSIONAL LIABILITY/ERRORS AND OMISSIONS INSURANCE

It is prudent for correspondents to have adequate errors and omissions insurance that provides protection for their services, or those which extend to ownership of an associated company, arising from claims of negligence or failing to perform their professional duties.

J) ENVIRONMENT, SOCIAL AND GOVERNANCE (ESG)

Clubs have a high focus on acting responsibly from an ESG perspective, including focus on their supply chain. Regulations are also developing in this area placing an obligation on Clubs to assess the ESG impacts of their supply chains. Correspondents are expected to maintain high ESG standards.

⁴ For example, the UK Modern Slavery Act 2015.



03

CONFLICTS OF INTEREST

A conflict check encompassing all offices and associated offices within the correspondent's group or network must be undertaken as soon as instructions are received and the Club or Clubs must be informed of any potential conflict immediately. In the event of a potential conflict, the correspondent should consider and advise if they are still able to handle the matter with conflict barriers in place to prevent information sharing between parties, subject to the express agreement of the instructing Clubs and their Members.

The most common circumstances where a correspondent may encounter a conflict of interest involve an owner and charterer (for example, when they have a cargo problem at a discharge port) where:

- a. both parties are entered with the same Club,
- b. the parties are entered in different Clubs and the correspondent is listed by both Clubs, or,
- c. the correspondent, or an associated company, are also representing cargo interests.

In addition to Clubs' websites, correspondents are reminded that there is a vessel search facility for vessels on the IG website at:

www.igpandi.org/vessel-search

04

REPORTING

A) FIRST NOTIFICATION

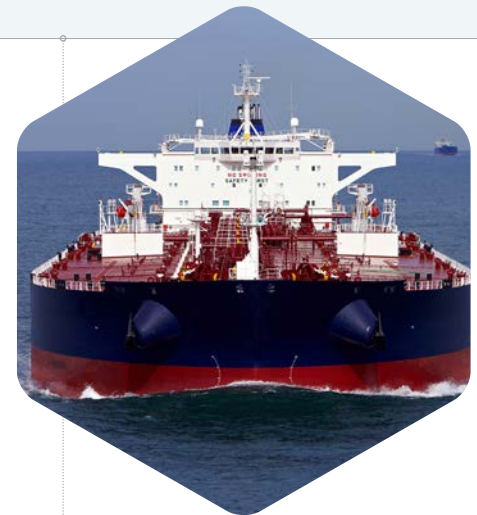
A correspondent may be notified of an incident or claim from a number of sources other than the Club, such as the Member, the ship's master, local agent, owner, charterer or directly from a claimant or the claimant's insurer.

For urgent matters (death, serious illness and injury, pollution, ship arrest, collision, groundings and service of legal proceedings), the first notification to the Club should be made by both telephone and email to the Club. For non-urgent matters, the first notification should be sent by email. In order to minimise any delay in obtaining a response when sending an email, try to identify the claims team or individual and only use the Club's general email address if this cannot be done.

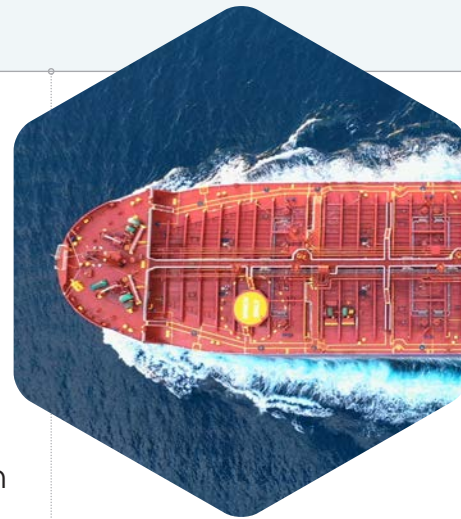
Correspondents should be familiar with the risks covered by each Club, as set out in their rules. Not all Members will be covered for all these risks and so correspondents should seek confirmation of their instructions and the services required. However, the correspondent is recommended not to stop dealing with matters whilst waiting to receive such confirmation.

The first notification to the Club should include:

- The ship's name and IMO number.
- Description of the incident including the date and the port/place where the incident occurred.



- The party requesting assistance and the nature of the assistance requested.
- Any steps taken by the correspondent.
- The current status and proposed future action, including details of any deadline/time limits which the Member may be required to satisfy.
- Details of security demands and reasonableness.
- Contact details for the correspondents and any service providers appointed.



B) SUBSEQUENT REPORTS TO THE CLUB

Communication by phone remains extremely important and can be a useful addition to email reporting. It is important that correspondence is documented, so correspondents should avoid exchanges via social media, including apps such as WhatsApp and Messenger. Surveyors, lawyers or other experts should be instructed to give you, as correspondent, timely updates which add value for the Club and Member. Where possible and unless otherwise instructed, the correspondent should ensure that all information from these sources is channelled through them and that they control the case locally.

In the initial period following an incident, reports (including service providers' reports) will be required on a frequent basis, including:

- Details of the property damaged/person or persons injured etc (as applicable).
- Cause of the incident.
- Steps to be taken to protect the Member's position, including measures to preserve the Member's right of redress against third parties, including any time limits.
- Claimed amount and any assessment of/material changes to quantum
- Current status of any negotiations with claimants or their representatives.
- Any hearing dates.

C) PERSONAL INJURY REPORTS

Reports into personal injury incidents can by their very nature contain graphic images of death and injury. As files are often audited internally or externally by staff who may be unfamiliar with such claims, correspondents should provide a warning on such reports stating that the report contains images which some people may find upsetting.

05

APPOINTMENT OF LOCAL SURVEYORS OR OTHER THIRD PARTIES (SERVICE PROVIDERS)

Ideally the correspondent should obtain approval from the Club before any service provider is appointed. Where prior approval cannot be obtained, the correspondent may appoint the service provider to avoid delay, but the Club must be notified at the earliest opportunity. The best service provider suitable for the task must be appointed, provided they are not conflicted, regardless of whether they are in-house or independent.

If the Club sends an expert to attend, the correspondent should provide them with any assistance necessary, including promoting co-ordination with any attending local service providers.

06

CLAIMS HANDLING

Claims may be pursued locally or in another country because of contractual terms or by agreement between the parties. If a correspondent receives claims documents, they should seek instructions from the Club. The Club or Member may wish to handle the claim; alternatively, the correspondent may be authorised to handle the claim. If so, the correspondent should provide as soon as possible their opinion on the merits of the claim and best estimate of the overall claim and fee exposure. The best estimate should be periodically updated to assist the Club in setting a reserve. If a claimant starts legal proceedings, the Club should be advised immediately.

A) TIME EXTENSION

No time extension is to be granted to any party without prior authority from the Club or the Member.

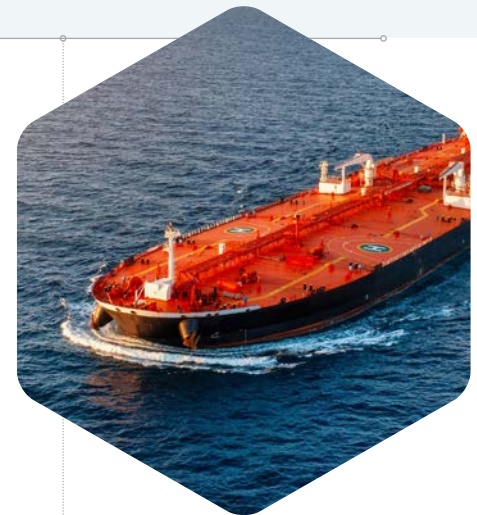
B) CLAIMS SETTLEMENT

Correspondents should not enter into settlement negotiations or agree to any settlement proposal without prior authority. An agreed settlement must include a receipt and release document, approved by the Club in advance, and the cancellation and return of any guarantee.

If the Member no longer exists, they will be unable to pay claims. Other than in death and personal injury matters, if no guarantee has been issued it is unlikely the Club will be able to assist further and the correspondent may be asked to close their file and submit a final invoice.

C) COURT PROCEEDINGS - ARBITRATION - MEDIATION

No claim is to be taken to court, arbitration or mediation without prior instructions from the Club and Member.



07

GUARANTEES

The correspondent should inform the Club immediately if they receive a request for security and/or a threat of arrest or detention of the ship or another asset. In order to consider whether it is appropriate for the Club to provide security, the Club must be informed as soon as possible of the name of the beneficiary and the quantum and form of security requested.

The provision of Club security is discretionary and depends on a number of factors, regardless of the guarantee amount or pressure from interested parties. The security may be provided directly to the claimant by the Club or, by agreement, via the correspondent.

A correspondent must not agree to issue a letter of undertaking (LoU), or other form of security, without the prior approval of the Club. A Club will not authorise a guarantee to a sanctioned entity.

The following forms of security may be considered in order of preference:

1. LoU. Clubs recognise that this is not an option for all claimants in certain jurisdictions.
2. Interim security to be replaced by a bank guarantee or bail bond within a specified time-frame.
3. A bank guarantee or bail bond with no interim security.



08

FREIGHT, DEMURRAGE & DEFENCE COVER (FD&D)

Clubs offer a separate cover for their Members' legal costs in defending or prosecuting certain types of claims. The involvement of the correspondent in FD&D matters will vary, and will often be minimal, as legal input is often necessary. The correspondent, whether legal or commercial, should determine the extent of Club cover and should not assume that any fees will be paid directly by the Club.

09

CONTINGENCY PLANNING

The correspondent's contingency plans should include a business continuity plan, including provisions for cyber events, and a plan for handling large claims and major casualties. Their staff must be familiar with these plans and their roles within them. Plans and operational arrangements should be regularly tested and updated.

INVOICING

Correspondents should be familiar with the invoicing requirements of each Club. Some Clubs have portals through which invoices should be submitted.

In case of doubt, a correspondent may seek clarification from the Club as to who will be responsible for fees. For a Member's own surveys, or matters not covered by Clubs, it is the correspondent's responsibility to make arrangements for the payment of fees and disbursements. In these circumstances, the correspondent may request a payment in advance from the Member.

A) INVOICING INSTRUCTIONS

Correspondents should check with the Club who the invoice should be addressed to. Invoices should contain the Club's and the correspondent's references. The beneficiary of the invoice should be readily identifiable by including the registered name, address and organisation number of the legal entity receiving the funds in addition to the banking details. This is particularly important for companies using trade names.

Fees and disbursements must be shown separately. The fee calculation should show the hourly or daily rates and the time spent. Receipts or other evidence should be provided for disbursements. Correspondents should not settle any third party's invoice without the authority of the Club.

B) INTERIM INVOICES

To assist in controlling costs, interim invoices (including those of service providers) should be submitted regularly unless the Club decides otherwise.

C) FINAL INVOICES

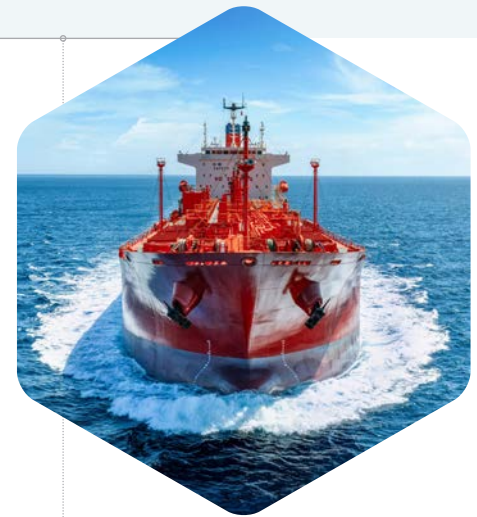
Procedures for the submission of final invoices will vary from Club to Club. A final invoice, clearly marked as such and including any outstanding service providers' costs, should be submitted as soon as a case has been concluded or when the involvement of the correspondent is no longer required, normally within three months unless the Club specifies otherwise.

D) INVOICE ENQUIRIES

Occasionally, clarification of invoices or items contained in them may be required. For invoices to be paid by Clubs, in the event of a dispute between the Club and the correspondent, the Club will settle the undisputed portion of the invoice as quickly as possible.

E) PAYMENTS TO THIRD PARTIES AND RISK OF IMPERSONATION FRAUD

Correspondents are requested to exercise extra caution when making payments to third parties on behalf of the Club or its Members to avoid impersonation fraud. Prior to making any payment, correspondents must carefully verify the identity of the recipient and bank account details.





11

PROVISION OF GENERAL INFORMATION ON LOCAL MATTERS

Correspondents are encouraged to advise Clubs of general information relevant to ships trading within their local area. Clubs may wish to include this information in their websites, apps and publications for the benefit of their Members.

12

RELATIONSHIPS WITH LOCAL STAKEHOLDERS

The successful handling of claims and other issues which may arise is often facilitated by good communication with key stakeholders. Correspondents are encouraged to familiarise themselves and maintain a good rapport with key stakeholders who are likely to become involved in claims, such as port authorities or significant companies operating in the port.

13

P&IQ

Clubs appreciate those correspondents investing in training via the P&IQ course and the Clubs continue to recommend the P&IQ to correspondents. A 25% discount is offered to correspondents on all exam and textbook purchases when participating in the P&IQ programme. There is more information on the P&IQ [here](#).

The International Group of P&I Clubs offers at least two scholarships each year specifically to employees of commercial Club correspondent companies named in the most recent published list of correspondents of at least one IG P&I Club, who would otherwise be unable to financially afford the course. This support is an important recognition of how IG Clubs value their correspondent network worldwide. There is more information on the P&IQ scholarship [here](#).

THE IMPORTANCE OF CORRESPONDENTS

Correspondents perform a key role looking after the interests of Clubs and their Members around the world. These Guidelines have been prepared to enable correspondents to work closely with the Clubs to continue to meet Members' expectations for the delivery of the highest quality services.

REFERENCES

-  **The International Group of P&I Clubs**
www.igpandi.org
-  **UK Bribery Act 2010**
www.legislation.gov.uk/ukpga/2010/23/contents
-  **Criminal Finances Act 2017**
www.legislation.gov.uk/ukpga/2017/22/contents/enacted
-  **United States Foreign Corrupt Practices Act 1977**
www.justice.gov/criminal/fraud/fcpa/docs/fcpa-english.pdf
-  **UK Proceeds of Crime Act 2002 (POCA)**
www.legislation.gov.uk/ukpga/2002/29/contents
-  **UK Data Protection Act 2018**
www.legislation.gov.uk/ukpga/2018/12/contents/enacted
-  **GDPR (EU General Data Protections Regulation)**
www.eur-lex.europa.eu/eli/reg/2016/679/oj
-  **UK Modern Slavery Act 2015**
www.legislation.gov.uk/ukpga/2015/30/contents/enacted





COLLECTIVELY STRONGER

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The International Group Clubs

