



The TT Club and its Cover

Specialist insurance products and services for the international transport and logistics industry

transport insurance plus



TT CLUB
IS MANAGED
BY **THOMAS
MILLER**

Who we are – what we do

We are the international transport and logistics industry's leading provider of insurance and related risk management services.

Established in 1968, as a mutual association, we specialise in the insurance of liabilities, property and equipment for intermodal operators. Customers are drawn from a wide range of the world's shipping lines, port authorities, cargo and passenger handling terminals, freight forwarders, and logistics companies. Having developed in step with the multi-modal industry, TT is recognised as an independent industry forum, liaising closely with national and international trade associations, including FIATA, IAPH, WSC, ESPO, EIA, ILO, ICHCA and the IMO.

With so many different categories of customer around the world we work closely with brokers to tailor insurance packages which meet individual needs. Members and brokers benefit from:

- Market leading insurance products
- Consistently high service levels (independently monitored at 8+ on a scale of 1-10)
- Highly specialized and knowledgeable staff
- Financial stability backed by an AM Best A- (Excellent) rating
- A powerful brand and media image

Since our inception customer loyalty has been an essential factor in our growth and 95% of Members stay with the Club at renewal each year. We have 20 office locations servicing our 800+ Members that span every continent.



Why choose the TT Club?

As a mutual association, TT is owned by its insureds (Members) – and is non-profit making. This means not only that the Members decide how the Club is run, but also that all the funds of the Club are used for the benefit of the Members. Income is derived from premiums and earnings on invested funds and outgoings are limited to claims payments, management expenses and reinsurance costs.

A particular advantage of the mutual structure is that, in addition to the cover specified in a policy certificate, the Board has the discretion to reimburse a claim arising from an operational activity that is not expressly covered by the Member's insurance policy.

Customers benefit from:

- Insurance products tailored to specific requirements
- A proactive broker interface managed through our underwriting team in key global locations
- A philosophy based upon settling claims as efficiently as possible
- Personalised service – a claims executive and an underwriter are allocated to each customer
- Acknowledged expertise in risk management and loss prevention



Insurance cover

Our insurance is designed specifically for operators within the global transport and logistics industry and is also designed to function alongside other insurances, for example, shipowner's P&I cover. Other categories of cover include costs, fines and general average and salvage where appropriate.

Liability insurance

The breadth of cover can extend to legal liabilities whether arising under contract, national law or international conventions. In addition to these liabilities, Club cover includes damage to ships and aircraft, errors and omissions, third party liabilities (including bodily injury and pollution), costs and liability for fines or other penalties imposed by an authority.

Property and equipment insurance

We also insure risks arising from loss or damage to owned or leased equipment wherever it is located, thus protecting capital investments against accidental or weather damage, machine breakdown and increased costs of working following an accident. Examples of types of equipment covered include straddle carriers, containers, portainers, cranes, forklift trucks, rail and road infrastructure, locomotives and rolling stock, tractor units, chassis/trailers and contents.



The categories of transport business that we insure

Risks covered	Logistics operators	Road, air, rail & sea freight operators	Port authorities	Container terminals	Bulk facilities	Ship operators	Cargo handling facilities	Container lessors and equipment	Fixed base operators	Hauliers
Liabilities for loss of or damage to cargo, customers' equipment including ships and aircraft	•	•		•	•		•		•	•
Loss or damage to owned or leased equipment including strikes, riots and terrorist risks	•	•	•	•	•	•	•	•	•	•
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	•	•	•	•	•	•	•	•	•	•
Fines and duty	•	•	•	•	•	•	•	•	•	•
Property, equipment and business interruption risks	•	•	•	•	•	•	•	•	•	•
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						•				



Customer service philosophy

Our priority is the effectiveness of the service we provide to our customers. This encompasses the insurance cover we construct and our philosophy of settling claims as efficiently as possible. Our service is accessible through our global office network spanning all timezones; so whenever you need advice or have a claim, you can access the Club locally.

We have invested in both systems and people to drive efficiency in everything that we do. We process thousands of claims every year for a Membership that spans every sector of the global transport and logistics industry from freight forwarding to terminal operations. As part of the drive for improvement, we provide a web-enabled claims analysis system called ClaimsTrac™ which allows you to manage claims information for the benefit of your business.

We seek only the most qualified individuals to run the Club. Consequently customers are served by a compliment of staff who together speak 36 languages and who possess in-depth knowledge of the businesses they serve. We have links with 119 professional bodies and draw our people from 24 professional disciplines – from insurance and law to risk management and accounting.

Thomas Miller, in its capacity as the manager of the TT Club, has been awarded ISO9001:2000 certification affirming a commitment to quality service.



Risk management and loss prevention

The objective of our loss prevention programme is to help all customers by publicising “best practice” advice along with legal and industry developments. We do this in the transport media as well as our own publications, TT Talk and House to House. We actively work with industry bodies to promote and implement large scale risk management initiatives and operational loss prevention programmes.

We maintain a programme of risk assessments for all Members facilities in the port and terminal sectors. These physical surveys are carried out to our detailed requirements by a professional third party supplier.

All information is used to help individual Member companies reduce their exposure to claims by highlighting improvements that can be made to operational elements of their business process. Information that is not sensitive to a specific client's operation is shared across the whole membership base for the benefit of all.



Other loss prevention services include:

- Stoploss information sheets
- Container stuffing guidelines
- Discussion on dangerous goods issues
- Guide to fire prevention
- Terminal Security handbook
- Windstorm booklet
- Handbook on conventions for the international carriage of goods
- Model trading conditions

Delivered through our worldwide network, each regional centre has its own loss prevention manager who can draw upon local surveyors and lawyers.



Website and e-business

www.ttclub.com allows instant access to much of our combined knowledge and expertise. All registered users of the website have access to:

- The Member Handbook, which explains how to access the Club's services and process claims.
- A detailed archive of Club publications including back copies of TT Talk and House to House.
- Full text of cover wordings.
- A legal database containing complete texts of international conventions, legal and shipping information, articles and commentaries from lawyers and other specialists.
- Loss prevention information and publications including a selection from ICHCA and the IMO.
- The events calendar and hurricane watch.

We are developing our e-business infrastructure to provide an interactive channel of communication. In addition to accessing offices and staff, claims detail can be checked using ClaimsTrac and we are developing the ability to organize equipment surveys and access policy documents on-line.

The development of e-business products and services represents the most important step in our drive toward interactive service provision – secure and always available.



Governance

TT Club is controlled by a Board of Directors, elected for a term of three years, by the Membership – from within its ranks. In its composition the Board reflects all categories of insured operator and every region of the world. Members of the Club, therefore, have a real say in the key decisions the Club makes on the type of risk to be underwritten, setting policy and strategic direction, awarding discretionary payments, finance and investment decisions.

The day-to-day business of the Club is delegated to an independent firm of professional managers, Thomas Miller (Bermuda) Ltd, who are responsible for implementing the policies outlined by the Board. The Club is strictly regulated by the authorities in all its locations offering its customers a guarantee of quality and reliability.

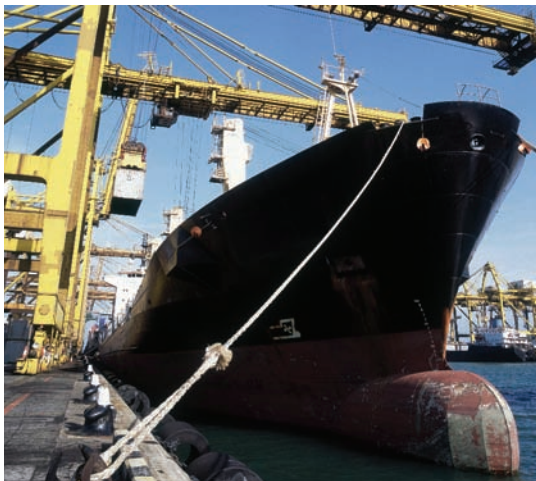
Through Transport Mutual Insurance Association Limited and TT Club Mutual Insurance Limited, trade as the TT Club. TT Club Mutual Insurance Limited is regulated in the UK by the Financial Services Authority, in Hong Kong by the Hong Kong Insurance Authority, and in Singapore by the Monetary Authority of Singapore. In the United States, TT Club Mutual Insurance Limited is approved as a surplus lines insurer in most states and is accessible through properly licensed surplus lines brokers.

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TT Club – Created for and run by the global transport and logistics industry

- 1968** TT Club established to fill the gaps in shipowners' liability cover arising from the development of the container industry. Cover for freight forwarders and transport operators also added
- 1970** Incorporated in Bermuda
- 1971** Terminal and depot operators cover introduced
- 1976** General correspondent office opened in Sydney
- 1978** General correspondent offices opened in New York and Hong Kong
- 1987** Representative office opened in San Francisco
- 1988** Port operators cover offered globally
- 1993** TT Club represented in Dubai
- 1993** TT Club establishes operations in San Francisco
- 1995** TT Club represented in Genoa and Antwerp
- 1996** ClaimsTrac™ launched
- 1997** The Managers of the TT Club achieve ISO 9002:1994 Certification
- 1997** TT Club represented in Shanghai and Beijing
- 1998** Singapore office opened
- 1998** TT Club represented in Taipei
- 2001** The Managers of the TT Club achieve ISO 9001:2000 Certification
- 2002** Initiation of formal risk assessment program
- 2004** TT EurAsia Board streamlined to facilitate faster decision making
- 2005** Launch of the Logistics Operator cover
- 2007** Focus on bulk terminals and fixed base operators as the Club seeks to expand into new markets
- 2008** TT retains AM Best rating A- Excellent



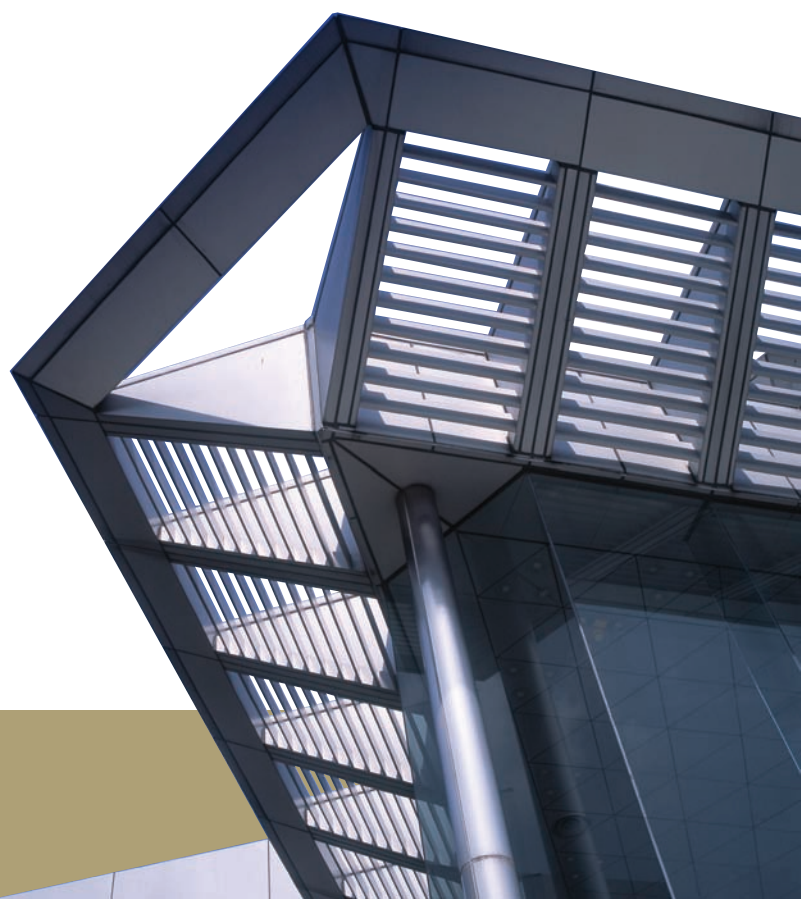
Accessing the TT Club

If you are interested in learning more about the TT Club's cover and services, or in obtaining a quotation, please contact TT via your broker or at one of the network offices listed overleaf.

We will ask for detailed information about your business in order to make sure you get the right cover at the right rate. Once a questionnaire has been completed, one of the Club's underwriters will be in touch to discuss your specific requirements.

As a customer of the Club you are assigned an underwriter and a claims handler to discuss risk management and other service requirements. We publish information both in hard copy (h2h magazine) and electronically (TT Talk) on a regular basis to keep you in touch with significant industry level developments. In addition, all policy, management and financial developments are communicated in the form of official Club Circulars that are accessible from www.ttclub.com

If you do not have a broker and would like to explore TT Club insurance further, please contact us and we can supply a list of brokers in your area.



For further information contact the TT Club at one of its underwriting centres or at any point in the network.

The TT Club underwriting centres

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