

NEWS LETTER
ISSUE No—5



SEPTEMBER
2014

WORLD WIDE CLAIMS SERVICES

Dear Readers,

WWCS News letter has now completed one year. The response from our Readers has been encouraging. We have received good reviews as well as requests to be included in the Readers list. We will continue to publish such topics of common interest. At the same time, we would welcome your feedback and suggestions that will help us to improve the standards.

We wish you pleasant reading.

WWCS UPDATE

WWCS is recently associated with an international Agency involved in Cargo Tracing. They are capable of tracing missing cargoes in any part of the world. The service is provided on “no cure no pay” basis.

BEWARE OF FLY-BY-NIGHT CHARTERERS

There are many instances of unscrupulous Charterers performing a vanishing act after collecting freight from the shippers and leaving the ship owners unpaid. Such companies do not reveal their physical address. They may be registered in the Free Zone of one Emirate and operating from another Emirate making it difficult to trace them. WWCS was called in on few occasions by Insurers and P&I Clubs to investigate such Charterers. Using our resources and discrete enquiries in the market, we have been able to trace them in some instances.



*Life is like making Tea. Boil your Ego, Evaporate your Worries, Dilute your Sorrows, Filter your Mistakes
And get the Taste of Happiness !*



..... 2

- “SOLUTION FOR ALL YOUR CLAIMS” -

Tel - 00971 4 3510705; Fax - 00971 4 3510709; Email - wwcs@eim.ae P.O. Box. - 114900, DUBAI
WWW.CLAIMSSERVICESUAE.COM



WORLD WIDE CLAIMS SERVICES

A **Charterer** operating from Dubai entered into a contract with a foreign Ship owner. After the initial dealings and making an on account payment, they stopped communicating. As a result, the Ship owner was burdened with the cargo and unpaid freight. All attempts to contact the Charterers failed. WWCS was instructed by the Owner's P&I Club and our investigations revealed that the Charterer was not registered with any authority in Dubai. The telephone and fax numbers indicated in their correspondences belonged to another company and the P.O. Box number was that of a cafeteria ! It became obvious that they must be registered in another Emirate or Free Zone and using the communication facilities of some friendly offices in Dubai as a cover. Further investigations and legal steps are being considered.

A **Ship** loaded a consignment of construction equipments from Mumbai for discharge at Muscat. Upon arrival in Omani waters, the ship anchored outside and refused to berth alleging that the voyage Charterer has not paid the freight. The consignee who has already paid the freight to the Charterer was caught in the dispute between the Ship owner and Charterer. The cargo underwriters sought the assistance of WWCS to resolve the issue. The Ship owner and Charterer were contacted and attempts were made to forge an agreement between them. The Charterer who was operating from another country refused to pay up and subsequently stopped communicating. Since the consignee was in desperate need of the cargo, they decided to make some contribution to resolve the situation. A settlement was negotiated with the Ship owner and the cargo was finally discharged.



Always end the day with a positive thought. No matter how hard things were, tomorrow's a fresh opportunity to make it better.



.....3

- "SOLUTION FOR ALL YOUR CLAIMS" -



WORLD WIDE CLAIMS SERVICES

A **Shipper** based in Dubai contracted with a Charterer for transportation of an oil rig to an African port. After a few days, when there was no news of the vessel or cargo, the shipper tried to contact the Charterer and found that they have disappeared. They managed to contact the Ship owner and found that the vessel is waiting in the international waters off Dubai. It was revealed that the ship was licensed to trade in GCC waters only ! The Charterer had obviously cheated the cargo owners knowing very well that the ship is not permitted to sail to the nominated port. Since the cargo was “time bound”, the shippers were desperate to resolve the situation. After prolonged discussions, the Ship owner returned the cargo to Dubai port after the shipper agreed not to take any legal action and to forego the freight that they had paid. Finally, the cargo was shipped out on another vessel.

These incidents stress the need for checking the credentials of Charterers before contracting with them. Shippers should make thorough enquiries in the market for any negative reports against the Charterer. BIMCO may also be able to provide information about Charterers from their database.

FRAUDULENT BILL OF LADING

An **NVOCC** based in Dubai was contacted by a party in Kenya enquiring about the ETA of a vessel under a bill of lading alleged to have been issued by the NVOCC. The Bill of lading was similar to the NVOCC’s Bill of Lading, but they had not issued that particular Bill of lading. Moreover, the ship named in the bill of lading was scrapped one year earlier. It was obvious that the Bill of Lading was a fraud perpetrated either by the Agent who signed it or the named shipper or both. WWCS was instructed by the Insurers of the NVOCC to assist in this matter. Our investigations revealed that neither the Agent nor the Shipper was registered in Dubai. The telephone No. and the P.O. Box No. indicated on the bill of lading belonged to a Trading company. The fraud was apparently committed by someone in the Trading company. The factual position was explained to the party in Kenya and the NVOCC did not receive any further demand for delivery of the cargo.

*A successful person is one who can lay a firm
foundation with the bricks others have thrown at him.*

..... 4

- “SOLUTION FOR ALL YOUR CLAIMS” -

NEWS LETTER
ISSUE No—5



SEPTEMBER
2014

WORLD WIDE CLAIMS SERVICES

INSURER AND BROKER

A woman drifting in a hot air balloon realised she was lost. She lowered her altitude and shouted out to a man in a boat below - "Excuse me, can you help me? I promised a friend I would meet him an hour ago, but I don't know where I am."

The man consulted his portable GPS and replied, "You're in a hot air balloon, approximately 30 feet above a ground elevation of 2346 feet above sea level. You are at 31 degrees, 14.97 minutes north latitude and 100 degrees, 49.09 minutes west longitude."

She rolled her eyes and said, "You must be an Underwriter".

"I am", replied the man. "How did you know?"

"Well," answered the balloonist, "everything you told me is technically correct, but I have no idea what to do with your information, and I'm still lost. Frankly, you've not been much help to me."

The man smiled and responded, "You must be a Broker."

"I am," replied the balloonist. "How did you know?"

"Well," said the man, "you don't know where you are or where you're going. You've risen to where you are, due to a large quantity of hot air. You made a promise that you have no idea how to keep, and you expect me to solve your problem. You're in exactly the same position you were in before we met, but, somehow, now it's my fault."

(credit : Jason Copland)

- "SOLUTION FOR ALL YOUR CLAIMS" -

Tel - 00971 4 3510705; Fax - 00971 4 3510709; Email - wwcs@eim.ae P.O. Box. - 114900, DUBAI
WWW.CLAIMSSERVICESUAE.COM