

DIFFICULT CLAIM – SETTLED IN 7 MONTHS



In an early morning in January 2015, one of our clients' cargo vessel collided with another bulk vessel in an area that was heavily congested with many vessels entering and departing off Singapore. The collision was so extensive that the damage would necessitated the remaining cargo to be discharged. The loss quantum was estimated at US2.5 million dollars excluding other claims expenses approximately US2 million dollars.

“Acclaim Claims Strategy takes centre stage in managing our clients risk and insurance program.

Dedication, teamwork and market relationships are some of the key ingredients in the successful management and settlement of this claim.”

Tony Lim, CEO Acclaim

In addition, client also suffered uninsured losses estimated to US1.5 million dollars for charterer's liability. To make matter worse, the commodity price has fallen and client's buyer refused to honour their contractual obligations.

Acclaim Claim Team worked round the clock – convincing the client to provide approval of a substitute vessel, working diligently with our appointed insurer's Recovery Agent (RA) to ensure the claim was submitted to the Protection and Indemnity Club (P&I Club) within 24 hours. This task was complicated further as we had to gain a panel of insurers' approval before the relevant claims document could be lodged.

“We are thankful to Acclaim Marine Claim Team – who worked diligently and effectively... within 7 months, the team has successfully negotiated on our behalf and settled the claim. This experience shows the strength of the relationships Acclaim has with various stakeholders and more importantly – commitment to exemplary service delivery”

Director/General Manager (Singapore)

Note: Due to confidentiality reasons – we are unable to disclose details of client and the incident

With time not in the client's favour, this tested Acclaim's relationship with the all the stakeholders especially the RA. We persuaded the RA to put up the guarantee on behalf of the panel in their name. By the next 24 hours, the team was able to secure the 'hard to get' letter of security amounting to US5.4 million dollars from the P&I Club. **In seven months**, the team successfully negotiated (on the client's behalf) and settled the claim.

The full payment of approximately US 2.15 million dollars was fully credited to the client's account in July 2015. Our Service Team is delighted knowing we have achieved the fullest satisfaction of our client.

SUCCESSFUL SEA GAMES- THE NATION BEST YET

The 28th South East Asia (SEA) Games in Singapore ended 16 June 2015. In the previous issue of *Acclaim Times*, we shared how honoured Acclaim was when we were appointed as the official insurance broker for the SEA Games. Sports Singapore is satisfied with the robust risk management program carefully thought of and placed by Acclaim.

The 28th SEA Games is not just another sports event for Singapore. We waited 22 years to host the Game and it was held in the nation Golden Jubilee year as we celebrated our 50 years of independence. Our record-breaking team achieved their best performance yet, winning 84 gold, 72 silver and 102 bronze medals. They broke 25 Games records, 29 national records and 74 personal records!



Swimming contributed the majority of the medal haul with 42 medals. Sailing helped the Nation stand at the top of the podium 10 times more -- a record medal haul with 10 golds, seven silvers and one bronze –the second highest gold medals after swimming.

In line with this, we are also pleased to share that Acclaim Executive Chairman, Anthony Lim, is a keen yachtsman. His passion has him serve as the Commodore of the Changi Sailing Club, one of Singapore's oldest yacht clubs. Anthony is also a member of the Executive Committee (Honorary Treasurer) of the Singapore Sailing Federation - the national sports body for sailing.

Here are a few of our sailing athletes' proud moments.



Photo Courtesy of Singapore Sailing Federation

Acclaim is also the **appointed Insurance Broker for the 8th ASEAN Para Games (APG)**. 2015 – the Nation Jubilee Year will also see Singapore host the APG for the first time in December. The APG is a biennial multisport event organized by the ASEAN Para Sports Federation for disabled athletes.

ARE YOU BEING CYBER ROBBED

CYBER CRIME LEAVES CEOS EVERYWHERE ON THE HOT SEAT



largest multi-plaintiff lawsuit ever seen in Japan.

Target Corporation's board ousted CEO, Gregg Steinhafel recently in the wake of a hacker attack that compromised the personal data of millions of shoppers during the holiday season. Steinhafel's main error was moving too slowly to shore

- Annual cost to the global economy from cyber crime is more than US\$400 billion
- 40 million people in USA; 54 million people in Turkey; 20 million people in Korea; 16 million in Germany and more than 20 million in China have their personal information stolen

Source: Net Losses: Estimating the Global Cost of Cybercrime - Center for Strategic & International Studies June 2014

Last year in Singapore, a cyber attack on karaoke bar chain **K Box** has left more than 300,000 members crooning the blues and crying for swift action, after their personal data, including their home addresses, surfaced online. In 2013, **Ang Mo Kio Town Council's website in Singapore** was hacked. That incident happened less than two weeks after the ruling party in Singapore-linked website was compromised. In the same year, **Standard Chartered** Bank statements for 647 wealthiest clients were stolen and found on a hacker's laptop.

Further aboard, **Japanese rogue systems engineers** (in 2014) leaked confidential information of 48.6 million people – about one third of the country population. The breach sparked an investigation and what is expected to be the

- 1 in 3 small businesses reported an economic crime in the last 12 months
- 6 out of 10 larger corporations experienced a fraud in the last 12 month

Source: PwC Global Economic Crime Survey 2014

up the chain's defenses even after being warned that the point-of-sale terminals were vulnerable to cyber criminals. The lesson learnt in Target's case - **'the risk now goes right smack to the CEO and the board'** said Davia Temin, of Temin and Company, a New York crisis management firm.

One of the potential exposures is the **breach of personal data through a cyber-attack**. With the enactment of **Personal Data Protection Act (PDPA)** in Singapore, a breach of personal data means that the Commissioner of the Act may impose a fine and the individual whose information has been compromised may also sue you. Under the Act, if an individual is found to have breached the Act, you may be liable for

a fine ranging from \$10,000 to \$100,000 or imprisonment for a term up to 12 months or both. The Cyber Insurance will protect your company against such potential actions or resulting investigations. **At Acclaim, we are able to advise and tailor-make an insurance program for your Cyber Risk exposures.** Call us for further advice.

OUR NEW TEAM MEMBERS

Donald Yeo joins Acclaim as the Assistant Divisional Director, **Financial Lines** on 15 May 2015. He brings 14 years of insurance broking experience gained through working with an International Insurance firm. As the head of Specialty Risks Team -- Financial Lines, Special Casualty and Aviation at the international insurance firm, Donald has structured and implemented many successful programmes for statutory boards, large conglomerates and government-linked enterprises.

He utilized his combined knowledge in Risk Management and Insurance to develop appropriate and effective insurance programmes to mitigate his client's exposures.

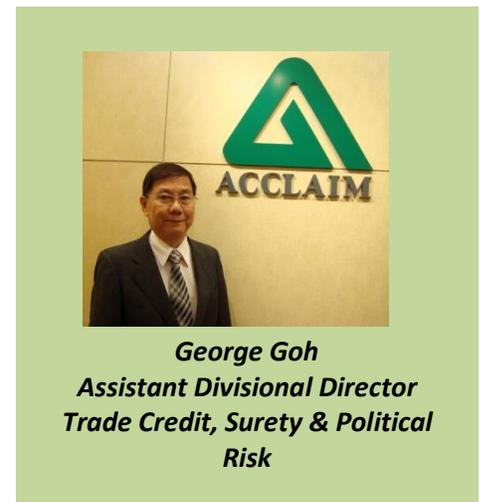
Donald's specialty areas include Directors and Officers, Professional Indemnity, Crime and Cyber Insurance.



George Goh joins Acclaim as the Assistant Divisional Director, **Trade Credit, Surety and Political Risk** on 18 June 2015. He is a certified Credit Manager with the Singapore Association of Credit Management (SACM) and is currently an Adjunct Lecturer with Dun and Bradstreet.

George has more than 25 years of practical experiences in the area of Credit Risks Mitigation - Credit Management, Debt Collection, Credit Insurance. His extensive experience was gained from working with International Insurance Brokers, International Hotels and International Banks.

He was also in Sales and Marketing, headed the sales and marketing activities for a subsidiary of two diversified Indonesian Groups. His technical expertise as Credit Manager supported with his sound understanding in Credit Information and Loss Adjustment is a welcome support to Acclaim.



For more information or on your insurance needs – please contact us at

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