

ANNEXURE C - Service Level Agreement

Service Level Agreement between Cochin Port Trust (hereinafter referred to COPT) and _____ Insurance Co Ltd/ P&I Club, the insurer (herein after referred to as Insurer/ P&I Club) on Insurance Programme effective 11th March 2021 and confirmed by Marsh India Insurance Brokers Pvt. Ltd, Insurance intermediary of COPT (hereinafter referred to as Marsh)

1. Documentation:

- i) Insurer/ P&I Club will issue the policy documents that shall include the certificate of Insurance, blue cards, MLC Certificates, invoices within 72 hours of confirmation from COPT towards Risk Cover Commencement stating the period of coverage.
- ii) All Terms, Conditions as per Tender including clauses, warranties and deductibles shall be attached/ incorporated in the Policy Document strictly as per tender terms. No restrictive conditions/warranties etc. in deviation from the Tender shall be imposed.
- iii) All the Premium quoted by the insurer/ P&I Club as per tender & as agreed after due negotiation between COPT & Insurer/ P&I Club are fixed and final. No further premium will be asked in future till expiry of the policy subject to unaltered limit of liability and terms as mentioned in the Tender subject.
- iv) If any discrepancy arises as to the issued documents not being in conformity with the tender terms the rectification, NIL Endorsements (endorsements attracting no additional premium) shall be issued and delivered by the Insurer/ P&I Club within 10 (Ten) working days from the date of request.

1. Copy of Policy documents/Endorsement or any other communication whatsoever to the Insured will also be copy marked to Marsh.

2. Prompt Communication:

The Insurer will promptly communicate to COPT on any matter having a bearing on insurance cover with copy to Marsh. Insurer shall address any issue raised by COPT or Marsh on any matter on the insurance program within 10 working days.

3. Non Cancellation clause

The insurance policies, issued by the Insurer shall not be cancelled by the insurer.

Claim Management:

- a. Insurer/ P&I Club shall depute surveyor within 24 hours of reporting of any Claim by COPT/ Marsh.
- b. Surveyor should submit his LOR within 3 days of his first visit. Surveyor will submit assessment sheet within 30 days of submission of all required documents by COPT/ Marsh. Such Assessment sheet will be submitted to COPT and Marsh.
- c. On confirmation of the Assessment sheet by COPT/Marsh, surveyor shall submit Final Survey Report within 15 days of conveyance of such confirmation with a copy to COPT / Marsh.
- d. Insurer shall settle the claim within 30 days of the submission of Final SurveyReport.

Sd
CochinPortTrust

Sd
Insurance Co./ P&I Club

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Marsh India Insurance Brokers Pvt Ltd.