

# 'WE HELP OUR CUSTOMERS BERTH OUTSTANDINGS'





# Stay on course with Salvors Marine Debt Collection Brokers

Salvors Marine Debt Collection Brokers specializes in marine debt collection. You can depend on our global debt recovery network.

Established in 2008, our Rotterdam agency collaborates with other expert marine debt collection agencies across the world.

We maintain valuable contacts with various organizations that provide us with detailed real-time information about queried marine debtors and other essential maritime news.

'YOUR ANSWER TO MARINE CREDIT MANAGEMENT CHALLENGES'

#### Keep your cash flow between the navigational beacons

Our job is to recover unpaid funds and safely transfer them to your bank account. This is our method: we study your case, we come up with the strategy, and we select the correspondent who can swiftly deliver the best result.

#### Collective knowledge in database

We store our collection of marine debt data in our **IntellAgents** system. Access to this information helps us to act swiftly.

We record all the data our correspondents and we gather in an IntellAgents' logbook so that we can easily monitor the debt collection process and keep you updated on the status of your claims.



#### One frequency for all communication

Salvors Marine Debt Collection Brokers gives you access to a worldwide network of specialized marine debt collectors and information providers.

We aim to exceed your expectations by:

- providing a high quality debt collection service
- using our global marine debt collection network to achieve results
- pre-investigating claims and gathering vital information
- acting proactively and decisively in your interest.

You can save valuable time when Salvors Marine Debt Collection Brokers

'ONE FREQUENCY IS ALL IT TAKES'

takes care of your unpaid business.



#### Our marine debt collection approach

Introduction claim

- Receipt of relevant claims documents
- Power of Authority
- Study customer's business

IntellAgents

- Enter claim in IntellAgents
- Gather additional debtor information

Confirm receipt

- Issue confirmation of receipt claim to customer

**First** approach - Email debtor requesting payment or response

Check contact details

Add to collective knowlegde

- Do extensive research on debtor
- Prepare claim file to forward to marine debt collector

Assign claim to correspondent

Assign claim file to local marine debt collector, send complete claim information including our findings and instructions

**Monitor claim** handling

 Frequent contact with debt collection correspondents in our global network

Collect knowledge

- Continue research on debtor (media, surroundings, marine sources and vessel movements)
- Forward information to debt collection correspondents so that the debtor pays right away

- Inform customer that claim has been secured
- Send detailed information to customer based on:
  - 1. realistic arguments
  - 2. feasibility of claim.

Result and advice





### Our customer profile

Our customers know they can count on us since we:

- invest time and energy in getting to know your business
- work with fixed pricing and firm agreements
- provide detailed updates on a case by case basis
- give advice based on realistic arguments and facts.

We handle various unpaid (maritime) insurance claims:

- ship-owner's protection and indemnity insurance
- charterer's protection and indemnity insurance
- crew insurance
- cargo insurance
- hull insurance
- freight insurance
- bunker insurance
- pleasure craft insurance
- re-insurance
- loss of hire insurance
- kidnap and ransom.

Other maritime customers who hire us to collect debts:

**'SPECIALIST IN MARITIME CLAIMS'** 

- bunker-supplying companies
- generator rental and sales companies
- navigation and communication equipment suppliers
- ship repair and maintenance companies
- surveyors (loading and discharging surveys)
- stevedores
- freight-forwarding companies.





## We lock up our collective knowledge

We do not disclose the contents of your file to third parties.

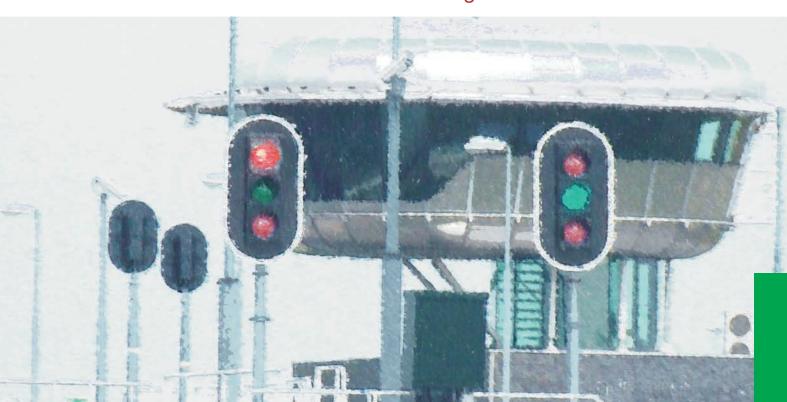
The only party with access to customer debtor- and claim data in our **IntellAgents** database is the marine debt collection agency in charge of your claim.

'STRICTLY CONFIDENTIAL

**INFORMATION'** 

#### Your claim is in safe hands

There is no need to worry. You must give prior consent before we will release any information. When we handle your claim, any information gathered on debtors is strictly confidential. The debt collection agencies we work with treat our data with the same high standard of care.



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