

GUIDANCE NOTE 04/2017 (Rev 1.0)

CONTACTING THE MARITIME AUTHORITY OF THE CAYMAN ISLANDS AND THE CAYMAN ISLANDS SHIPPING REGISTRY

This Guidance Note replaces Guidance Note 01/2013 with immediate effect.

To: OWNERS, MANAGERS AND MASTERS OF CAYMAN ISLANDS SHIPS

1. BACKGROUND

1.1 The Maritime Authority of the Cayman Islands (MACI) and the Cayman Islands Shipping Registry (CISR) have introduced changes to their email contacts in order to improve the service provided to customers and other interested parties.

1.2 Under these changes, a greater emphasis has been placed on the use of "Group Email Addresses" (i.e. department@cishipping.com) and a move away from using "Personal Email Addresses" (e.g. firstname.lastname@cishipping.com) for most business purposes.

2. WHY USE A GROUP EMAIL ADDRESS?

2.1 By using a Group Email you can ensure that your enquiry goes directly to the appropriate department or section best able to deal with it. This will ensure that your enquiry is considered and responded to in the most timely manner.

2.2 Emails sent to personal email addresses may encounter delays in responding when compared to a Group Email address. The person receiving the email may be on holiday, away from the office or otherwise unable to deal with emails immediately upon receipt.

2.3 Whenever possible, the use of personal email addresses should be restricted to instances where only the individual addressee is in a position to deal with the enquiry. Such instances could include enquiries relating to new build or other project work where an individual from MACI or CISR has been assigned to manage the services being provided.

3. GROUP EMAILS IN USE

3.1 Accounts (accounts@cishipping.com)

This email address should be used for all enquiries related to "accounts receivable" (i.e. all invoices issued by MACI) and "accounts payable" (i.e. all invoices sent to MACI).

3.2 Convention Insurance Certificates (bunkers@cishipping.com)

This is an email address dedicated to the issue of insurance certificates required by the following international conventions:

International Convention on Civil Liability for Oil Pollution Damage (CLC), 1969;
International Convention on Civil Liability for Bunker Oil Pollution Damage (Bunkers), 2001; and
Nairobi International Convention on the Removal of Wrecks (Wreck), 2007.

To apply for the required insurance certificates, insurance “Blue Cards” should be forwarded to bunkers@cishipping.com.

3.3 Client Relationships (client.relationships@cishipping.com)

This email can be used to give feedback on the services provided by MACI and CISR.

3.4 Crew Documentation and Queries (crew@cishipping.com)

This email is for submitting electronic applications for the following documents:

Cayman Islands STCW Endorsements;
Cayman Islands Discharge Books; and
Minimum Safe Manning Documents.

All queries and inquiries relating to the above applications and general enquiries relating to crew documentation and safe manning should also be sent to this address.

3.5 Freedom of Information Requests (foi@cishipping.com)

This email address is dedicated to all “Freedom of Information” (FOI) requests made under the *Freedom of Information Law, 2007* and the *Freedom of Information (General) Regulations, 2008*. A request for information should include the following:

A name;
A contact address to which notices and information can be sent;
Details of the information or records being sought, including (if known) dates relevant to the information needed; the name or other identifying characteristics of the document/record; and
The form of access preferred (e.g. electronic or photocopies)

Further information regarding FOI requests can be found at <http://www.cishipping.com/foi>.

3.6 Registration Services (registration@cishipping.com)

This is the main email address for the registration section and should be used for any questions or requests for services related to registration matters, such as:

Registration of a vessel;
Mortgage registration related matters; and
Change of registered vessel or ownership details

3.7 Reporting incidents and other occurrences (reporting@cishipping.com)

Shipping Notice 02/2015 gives details of certain incidents and occurrences that need to be reported to the Cayman Islands Shipping Registry. Incidents and occurrences that should be reported to reporting@cishipping.com include:

Incidents relating to accidents to the ship;
Incidents relating to personal accidents, injuries and reportable illness;
Incidents relating to maritime security;
Incidents involving operational failures on board;
Port State Control inspection reports;

Incidents with the potential for environmental damage; and
Reports relating to “Long Range Identification and Tracking of Ships” (LRIT).

3.8 Crew Welfare (shipping.master@cishipping.com)

The Shipping Master is the officer within the Maritime Authority with responsibility for all matters relating to the welfare of seafarers. This includes matters related to employment terms, living and working conditions on board ships and any births or deaths occurring on a Cayman Islands ship. Please contact shipping.master@cishipping.com on matters relating to:

- Any unresolved dispute over wages or other employment issues;
- Any complaint regarding living and working conditions that cannot be resolved locally;
- Any death occurring on board a Cayman Islands ships or the death of a seafarer ashore; or
- Any birth on board a Cayman Islands ship.

Although the Shipping Master cannot investigate anonymous complaints, all correspondence is treated in strictest confidence and is never divulged to or discussed with a third party without obtaining full consent from the person seeking the help of the Shipping Master.

3.9 Ship Security Alerts (ssas@cishipping.com)

This is the email address that should be programmed into the Ship Security Alert Systems carried on all Cayman Islands ships subject to the ISPS Code. (See Guidance Notes 06/2007 and 04/2016 for full details on programming SSAS units) This address should also be used to announce SSAS testing, but only where the test alert will be received by the Cayman Islands Shipping Registry and the alert message does not clearly indicate the nature of the test. This email address should also be used in conjunction with all “live” SSAS alerts.

3.10 Requesting surveys and audits of ships and companies

Please contact survey.ky@cishipping.com to request a survey or audit in the Americas or the Caribbean.

Please contact survey.asia@cishipping.com to request a survey or audit in the Far East.

Please contact survey.uk@cishipping.com to request a survey or audit in Europe or the rest of the world.

3.11 Technical Enquires (technical@cishipping.com)

This email is dedicated to –

- Answering technical queries;
- Submitting documents for approval (i.e. SOPEPs, Safety Plans, Seafarer Employment Agreements, Ship Security Plans, etc.);
- Requesting dispensations; and
- Notification of any changes to DPA or CSO contact details.

4. CONTACTING HEAD, REGIONAL AND REPRESENTATIVE OFFICES

4.1 MACI and CISR maintain a worldwide network of representative offices which cover all time zones of the world. The Head, Regional and Representative offices can be contacted as follows:

4.2 Head Office (Cayman Islands)

The Maritime Authority of the Cayman Islands. Tel: +1 345 949 8831, Email: Please use appropriate Group Email.

4.2 Regional Office, Europe (United Kingdom)

The Cayman Islands Shipping Registry. Tel: +44 (0)1489 799 203, Email: Please use appropriate Group Email.

4.3 Regional Office, Asia (Singapore)

The Cayman Islands Shipping Registry. Tel: +65 9760 4026, Email: cisrsg@cishipping.com

4.4 Representative Offices, Worldwide

Panama (Panama City). Tel: + 507 6305 4361, Email: cisrpan@cishipping.com

United States of America (Ft Lauderdale). Tel: +1 (844) 239 4482, Email: cisrfl@cishipping.com

United Kingdom (London). Tel: +44 (0)2074 915 050, Email: cisrlondon@cishipping.com

France (Valbonne). Tel: +33 (0) 489027609, Email: cisrfr@cishipping.com

Greece (Athens). Tel: +30 210 965 9700, Email: cisrgr@cishipping.com

Japan (Chiba). Tel: + 81 43 247 8441, Email: cisrjp@cishipping.com

4.5 Details of office locations, services provided and local opening hours can be found at www.cishipping.com/contact-us.

5. CONTACTING VIA WWW.CISHIPPING.COM

The Cayman Islands Shipping Registry website (www.cishipping.com) contains full details about contacting MACI and CISR. In addition, the website allows direct submissions to the various departments and sections from the "Contact Us" page. The website can also be used to directly and confidentially contact the Shipping Master on any matter concerned with crew welfare or living and working conditions.

Feedback on the quality of the services provided by MACI and CISR is always welcome. Feedback on service delivery can be made through the website.

6. CONTACTING OUT OF OFFICE HOURS AND IN EMERGENCIES

If your call is out of hours and urgent please contact either of following, taking into consideration the local time:-

- UK duty surveyor on +44 7824 302 502
- George Town duty surveyor on +1 345 815 1666

Please note that local time in the Cayman Islands is UTC -5 hours.

Group emails ssas@cishipping.com, technical@cishipping.com and reporting@cishipping.com are monitored 24/7 and so may also be used to contact us out of hours and in emergencies.