



PORTS & TERMINALS

ABOUT TYSERS

Founded in 1820, Tysers is a leading independent international Lloyd's broker, based at the heart of the world's premier insurance market in London. Tysers employs over 1,000 people and handles c.US\$3bn of annual premiums working with leading (re)insurance markets worldwide to deliver risk solutions to a global client base.

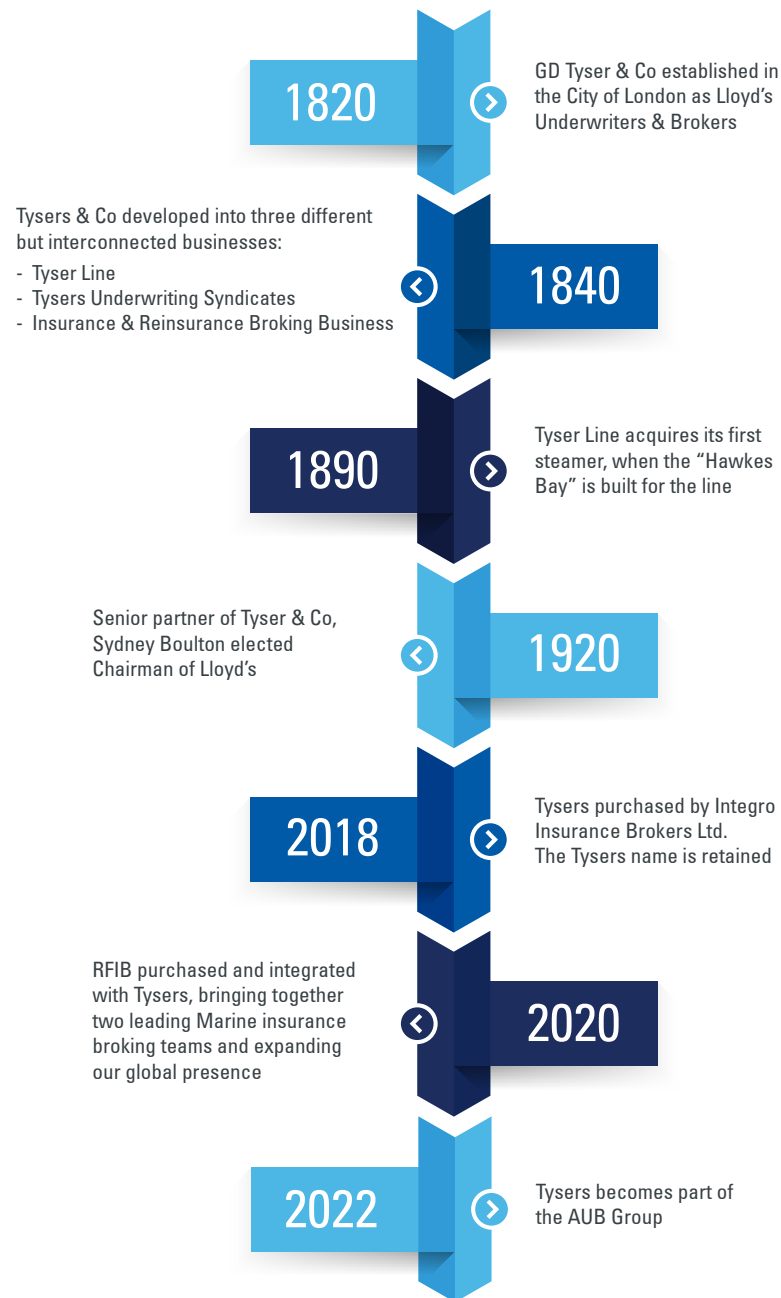
Tysers is a member of the AUB Group, an ASX200 listed company comprising insurance brokers and underwriting agencies placing c.US\$7.2bn+ GWP.

The combination of Tysers and AUB creates a leading, international insurance broking group with a depth of expertise and capabilities and vast product offerings and specialisms.

Client satisfaction remains paramount to us, and our exceptional business retention rates are testament to this. From negotiating cover to claims management, our servicing teams develop close working relationships with clients, providing advice on all aspects of insurance and risk management.



TYSERS HISTORY - MILESTONES



TYSERS MARINE

We are proud to have one of the strongest Marine & Aviation practices in the London market, allied to a first-class Claims team, with a reputation for skilfully handling some of the most complex cases.

The foundations of our success have been built on our core values of client focus and providing a bespoke service, coupled with the highest level of professionalism and experience.

With access to the Lloyd's and International insurance markets, we are in a position to place insurance programmes tailored to fit the specific needs of our clients.



PORTS & TERMINALS

We can arrange a Multi-sectional Port or Terminal Insurance package using the most up-to-date specialist wordings issued by the a major international Industry Insurers. In order to respond to the industry demands we have formed a dedicated Port Industry Unit to provide a complete broking service on all aspects of the Port and Terminal Industries insurance requirements.

Our objective is to provide a total service over both marine and shore based interests and to develop with our clients an insurance strategy by designing an individual insurance programme to suit their specific requirements supported by the expertise of our staff and our service philosophy

Our product is supported by our highly experience London based claims staff available to resolve any incidents quickly and efficiently working closely with the local market.

Insurance coverage includes:

- Liability
 - Care, Custody and Control of cargo
 - Removal of Wreck & Debris
 - Third Party Death / Bodily Injury
 - Liabilities to Authorities
- All Risks for Port / Terminal Property
- All Risks for Port / Terminal Handling Equipment
- Business Interruption

Extensions available

- Liability
 - Wrongful Delivery of Cargo
 - Infringement of Personal Rights
 - Fire
 - Fines and Duty
 - Advice and Information
 - Terrorism
- All Risks for Property / Handling Equipment
 - Earthquake
- All Risks on Port / Terminal Craft

WHY TYSERS?

As a specialist Unit we provide comprehensive broking and technical services ranging from risk and contractual analysis, technical advice and broking strategy, design of individual Port or Terminal programmes to negotiation and settlement of claims.

Our staffing has been structured to achieve a balance between broking and technical skills with a spread of experience in order to provide a broad range of technical resources to our clients supporting a strong broking force in the market.

Our service philosophy is to work closely in partnership with our clients and to listen to their protection objectives in order to ensure the best quality presentation during our market negotiations on their behalf.

The strategic planning and programme design is supported by our client's agreement to a service profile designed to ensure regular contact and exchange of information

We see our relationship as a continuing partnership to provide reliable broking services and the most comprehensive protection at economic premium supported by the skills and experience of the staff of our specialist Port Industry Unit.

In the Middle East we have two offices based in Saudi Arabia and Dubai. Our Saudi office is in Riyadh and our Dubai office is located in the Dubai International Financial Centre, Both offices have developed into regional hubs handling our clients' needs on a day to day basis.



CLAIMS

We take great pride in the levels of service provided to our clients and also the speed of response. Our claims service is truly available on a 24/7/365 basis. Working closely with the placing team, our integrated practice allows our claims team to get to know our clients before a casualty occurs. We do this by visiting our clients on a regular basis, to better understand their requirements. We make it our practice to put in place clearly defined Claims Procedures in the event of a loss so it is clear to everyone involved what is expected of them.

Unlike many other brokers, where claims are farmed out to provincial/overseas offices or even outsourced, claims are handled within our London office, providing ready access to insurers and placing divisions.

Due to the immense variety of claims received from clients around the world, the team has dedicated marine, aviation and non-marine claims specialists who are experienced in their fields.

To assist with a smooth claims handling process:

- Claims are central to the product that we offer.
- Senior management involvement throughout the claims process.
- Claims are handled internally, our claims functions are not outsourced to third party service teams.
- Claims and placing teams are located in the same office, on the same floor and work hand-in-hand.
- Investment in claims processing technologies.

MEET THE TEAM

Martyn Lassman

Director

Having over 44 years' experience in the London marine market Martyn is currently head of the Ports & Terminal / Liability team. Specialising in Marine Liability, Ports and Terminal business and General Liability risks he has developed and serviced a worldwide portfolio of business ranging across all aspects of the class. He is well versed in the design and placement of high limit multi sectional Port and Terminal packages and is a leading Marine Liability Ports and Terminals broker in the London market.

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Jake Barden

Director

Jake is an accomplished senior broker with over a decade of expertise in Marine Liability and Ports and Terminals. Starting his career at Ropner Insurance Services, quickly establishing himself as a specialist in complex liability risks, before joining RFIB in 2019, which, after acquisition, became part of Tysers in 2020. Today, Jake leads the day-to-day marketing of the Marine Liability Ports and Terminals global portfolio across Lloyd's, Company, and international markets. Recognised as a trusted and respected senior broker within the London market, Jake is known for his strategic insight, client-first approach, and ability to deliver innovative solutions in a challenging global landscape.

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Robert Barnett

Divisional Director

Robert has over 25 years experience working in the Marine Insurance industry the bulk of which was spent working at Marsh in London. Robert joined Tysers in October 2020 and specialises in all classes of Marine Liability risks with a particular focus on Ports and Terminals on a Global scale. He has extensive experience working with many UK Ports and Terminals clients as well as some of the largest International Port clients both globally. He is well known within the London market and has a strong reputation for being a specialist in the liability port and terminal classes.

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Frederick Symington

Senior Broker

Fred has several years marine insurance experience having started his career at RFIB. He joined the Liability, Ports and Terminals team in 2022 in order to specialise in the class. Fred specialises in Ship Repairers, Stevedores Logistics, Port and Terminal risks providing day to day support to the broking team on all related matters that fit within his skill set.

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Scott Ballard

Associate Director

Scott has over 35 years experience in the London Marine Market. He started his career at AHIB in 1989 and has worked for various brokers encompassing the major corporates to smaller boutique companies before joining Tysers recently. He is a well respected Senior Broker and has particular experience in handling complex Marine Liability business and Port and Terminal packages within the London and overseas markets. Scott has experience on a global scale with particular emphasis on the USA and Canadian territories. In addition he has developed a broad knowledge in the general marine sector and brings additional experience in these areas to the team.

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Ben Owen

Senior Broker

Ben joined the Marine Liability team after 10 years at Lockton. He has experience in meeting the insurance needs of Port and Terminal Operators, Commodity Traders, Offshore Contractors & Consultants, and associated industries. He has worked with clients in multiple territories, with a particular focus on the complex USA and Canada general Liability markets. He has been involved in the design and broking of several intricate package policies in these territories, as well as in the day-to-day management and servicing of client's insurance needs globally.

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Simon Leonard

Broker

Simon brings over 40 years experience having started his career at Leslie and Godwin in 1982 working as a technician within the Marine team. He progressed his career working with various brokers until specialising in 2008 in the Marine Liability and Port and Terminal division at AON. Having recently joined Tysers in 2021 Simon provides day to day broker back-up and technical support for the Liability team assisting in the servicing and development of the business.

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Erin Gibbinson, Cert CII

Broker

Erin joined Tysers in January 2017 having previously worked for THB and Cooper Gay Insurance Brokers. She brings over 15 years' experience in the Marine Sector. Her role is to provide day to day broker back up support to the Liability Ports and Terminal team together with required system and technical support ensuring our clients receive their documentation in a fast efficient timescale.

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CLAIMS TEAM

Chris Sydenham

Chairman, Claims

Chris joined Tysers in 1981 and is the Chairman, Claims but with particular emphasis on the Marine account. He is a leading market practitioner in all Marine and Energy classes, including Ports & Terminals, Marine Liabilities, Hull, Cargo, War and Specie business, both Direct and Reinsurance as well as well as Political Violence. Chris has been actively involved in all of our recent Ports & Terminals large losses and travels extensively to meet clients with Placing colleagues.

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Karl Haynes

Managing Director, Claims

Karl has over 35 years of experience of managing claims and advocating for clients around the globe. Karl is skilled across all facets of marine insurance and has expertise in the handling of Ports & Terminals / Liability claims together with significant experience in Hull, War Risks, and Cargo. Karl is the Managing Director of Wholesale Claims at Tysers. Karl's role includes the management of a team of 20 experienced Marine claims handlers and ensuring that Tysers deliver a first-class service to all our clients.

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Charlotte Monge

Associate Director, Marine Claims

Born and educated in France and speaking fluently in both French and English, Charlotte joined Tysers in 2022 following an eight year career in the Marine claims sector in both the European and London markets. Formerly working in Insurance companies she moved to broking when joining Tysers. Charlotte specialises in Marine Liability, Ports and Terminal Business together with a range of other disciplines within the Tysers claims team. She will offer the team additional strength in managing our UK and overseas portfolios.

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Buddy Lewis

Claims Technician, Marine Claims

With extensive experience in marine insurance, Buddy specialises in handling claims related to ports and terminals, including complex liability exposures. Buddy focuses on delivering efficient, accurate claim resolution while supporting operational continuity and regulatory compliance, he works closely with clients and stakeholders to navigate risk, protect assets, and uphold industry standards across the maritime sector.

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