

Circular

NORTH 
SERVICE, STRENGTH, QUALITY

**CIRCULATED TO ALL MEMBERS, BROKERS AND DIRECTORS
ATTENTION INSURANCE DEPARTMENT**

**17 OCTOBER 2005
JHH/MA**

MEMBERS' 2006 RENEWAL DOCUMENTATION

We would like to remind Members and their brokers, where applicable, of our web based facility, North Online, available through our website www.nepia.com.

The facility enables you to access data relating to individual accounts by means of a user ID and Password. Our North Online Fact Sheet (a copy of which is attached for easy reference) outlines the information available and gives instructions on how to apply for North Online and to reactivate your access.

As we approach the 2006 P&I renewal season, normally commencing with a full review of Members outstanding claims, we will be undertaking this exercise once again using North Online. We will not, unless specifically requested, be mailing paper copies of the outstanding claims statistics.

Therefore we would encourage those Members and their brokers not yet registered to ensure they are able to use the North Online service. In order to help facilitate obtaining a user ID and password for first time users, we attach another copy of the Confirmation Slip from our earlier circular.

In order that we can continue to offer you the highest levels of service we recommend that Members and their brokers ensure that they are registered to use North Online.

JOHN HOWE
DIRECTOR - North Insurance Management Limited
As Managers on behalf of the North of England P&I Association Limited

CIRCULAR

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Attachment - North Online Fact Sheet

North Online is the North of England's website which enables you to view details relating to your entry with the Club. The information available relates to all ships entered since 1990/91 and is updated every day with the information as at the close of business of the previous day.

Applying for Access

To apply for access to North Online, you should send an email request to nigel.bradshaw@nepia.com. Upon receiving a request, we will send you a confirmation document for you to complete and return to the club. Completed confirmation documents are normally processed the same day and you will be informed of your UserID and account password. Your access to North Online will be active the following day.

Reactivating your account

Unless you change your password every 6 months, your access to North Online will be automatically deactivated. To reactivate your access to North Online, you should send an email request which includes your UserID to reactivate.north@nepia.com. Upon receiving a request, we will reactivate your account.

Forgotten your password

If you have forgotten your password for North Online, you should send an email request for a new password which includes your UserID to password.north@nepia.com. Upon receiving a request, we will change the password for your account. Email requests are normally processed the same day and you will be informed of your reactivation or new password. Your access to North Online or new password will be active at the time you receive your email. If you have any questions or queries regarding North Online, please do not hesitate to contact you're the Underwriting department at the North of England.