

CIRCULAR REF: 2010/032

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

**18 OCTOBER 2010
JHH/MA**

MEMBERS' 2011 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.

As we approach the 2011 P&I renewal season, commencing with a full review of Members' outstanding claims, we would ask you to access your claims information using North Online. The usual claims information can be obtained using the 'Outstanding P&I Claims Report' within the claims section of North Online. We will therefore not, unless specifically requested, be mailing paper copies of the outstanding claims statistics. We believe this helps to speed up the process and has both economical and environmental benefits for us all. Also attached is our North Online 'Guide to Members' previously issued with 'Signals' as an easy reference regards what information can be accessed via North Online.

We therefore encourage those Members and their brokers not 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 a copy of the Confirmation Slip.

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

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