

New Smartphone App to Support Evidence Collection

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We're pleased to announce the launch of a new app, which will make collecting evidence on incidents faster, easier and more accurate while enhancing reporting consistency in future claims.

Our 'MRCE Handbook' app will help senior officers, surveyors and shore-based technical and marine personnel gather evidence quickly and efficiently, using standardised formats on mobile phones and tablets.

The MRCE Handbook app has been developed by our in-house Loss Prevention Team, using proven methodologies established in The Mariner's Role in Collecting Evidence Handbook. The Handbook, published by North, is now widely regarded as a leading reference guide for seafarers and outlines the most commonly occurring incidents and accidents on board ship and offers evidence collection checklists for each. The fully revised and updated second edition provides the source for guidance within The MRCE Handbook app.

Compatible with iPhones, Androids and tablets, the new app is free to access for all North entered Members and Correspondents. The app provides clear guidance on the best practice of evidence-gathering methods and covers incidents such as those involving people or cargo, those caused by vessels (including pollution), and those relating to H&M claims or commercial disputes.

Key features:

- Quick and simple onboarding process for access.
- Easily create, save, and send checklists.
- Users can save incomplete checklists and return to them later to complete.
- Users can submit supporting photography and video evidence.
- Available online and office 24/7/365.

The new app is now available for download via your MyNorth account. For further information on how to download our app and onboard users, visit: www.nepia.com/mrce-app.

A guide to for onboarding users is also available here: <https://www.nepia.com/publications/how-to-onboard-users-to-mariners-role-in-collecting-evidence-app/>.

Feedback on the app, including ideas for ongoing improvement is welcomed. Please contact Alvin Forster at: alvin.forster@nepia.com.

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