

FAQs

NorthStandard website and digital platforms



NorthStandard

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NorthStandard Account

I had a MyNorth, NorthOnline and/or My Standard Club account – what should I do to continue access?

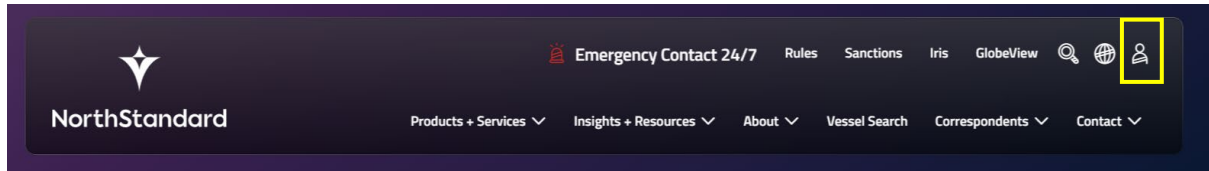
Existing MyNorth and/or My Standard Club users	Existing NorthOnline users
<p>As an existing MyNorth and/or My Standard Club user, we'll set up your new NorthStandard account for you.</p> <p>To easily access our suite of digital resources, exclusive content, and self-service solutions with a single login, you'll need to change your existing password. You must complete this process before you can access your personalised area.</p> <p>Access your NorthStandard Account here > Reset your password here ></p> <p>If you are an existing user, you will have received the link above which will help you reset your password and get you set up with the new account.</p>	<p>As an existing NorthOnline user, we'll set up your new NorthStandard account for you.</p> <p>You can easily access our suite of digital platforms, exclusive content, and self-service solutions with a single login, using your existing account credentials (email address and password).</p> <p>Log in to your NorthStandard Account here ></p> <p>If you are an existing user, you will have received the link above which will help you log in to your new account.</p>

If you have any other questions or issues logging in or resetting your password, please get in touch with your usual club contact, or emails us at enquiries@north-standard.com.

How do I register for a NorthStandard Account?

You can register for a NorthStandard Account by clicking the 'person' icon located in the top right of main navigation and then 'Register'.

Alternatively, you can go direct: <https://identity.north-standard.com/Register>



Step 1 – enter your first and last name, then click 'Next'

A screenshot of the NorthStandard Account registration page. At the top, it says 'NorthStandard Account' and 'NorthStandard'. Below the logo is a progress bar with four steps: 1 (highlighted in green), 2, 3, and a checkmark. The main heading is 'Welcome, let's get you registered...' followed by the subtext 'We just need a few details to create and setup your NorthStandard account.' There are two input fields: 'First name (required)' and 'Last name (required)'. Below these is a button that says 'Next, your email details'.

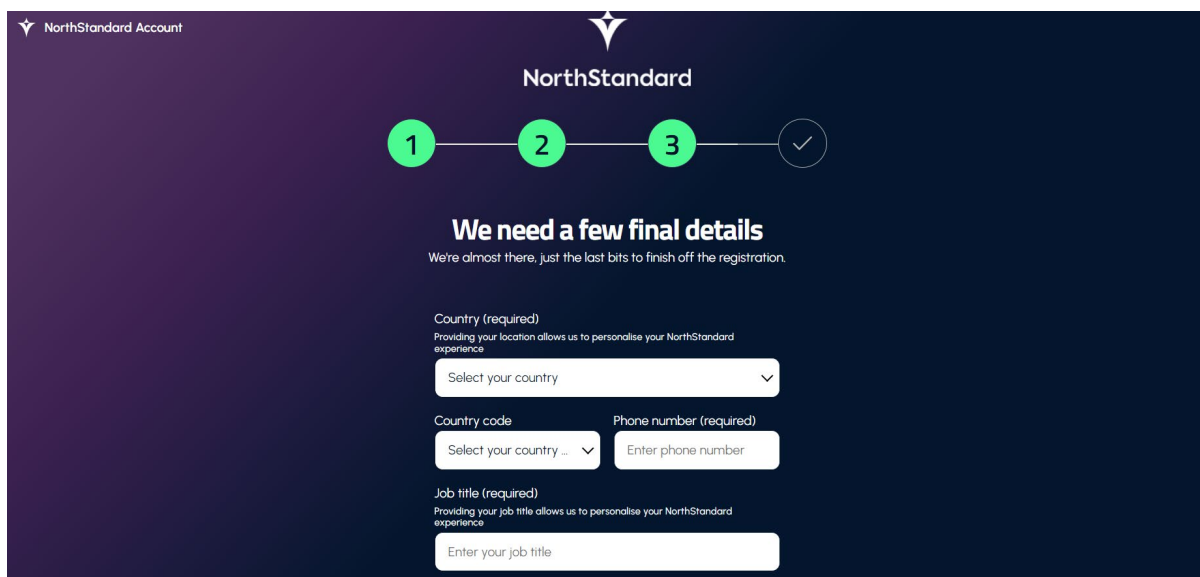
Step 2 – enter your email address and company name, then click 'There's one last step to go'.

A screenshot of the NorthStandard Account registration page, Step 2. The progress bar now shows step 2 highlighted in green. The main heading is 'Your email helps us validate you' followed by the subtext 'Please use a valid email address in order to progress your registration swiftly.' There are two input fields: 'Email (required)' and 'Company name (required)'. Below these is a button that says 'There's one last step to go'. At the bottom left, there is a link that says '< Back to check over your details'.

Step 3 – complete the remaining details including country, phone number, job title and user type e.g. member, broker, correspondent, or guest. Once you have filled out this information, please click 'Complete' to finish the form.

NorthStandard's Digital Experience FAQs

Please note, the required fields help us to review your registration request and will also be used to personalise your NorthStandard digital experience.

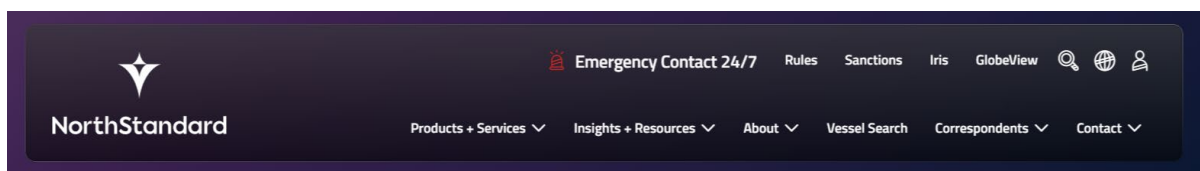


The screenshot shows the NorthStandard registration process at the 'We need a few final details' stage. A progress bar at the top indicates four steps, with the fourth step (a checkmark) being the current one. The page title is 'We need a few final details' with a subtitle 'We're almost there, just the last bits to finish off the registration.' The form includes three required fields: 'Country (required)' with a dropdown menu, 'Country code' with a dropdown menu, and 'Phone number (required)' with a text input field. Below these is a 'Job title (required)' field with a text input. The NorthStandard logo is at the top center.

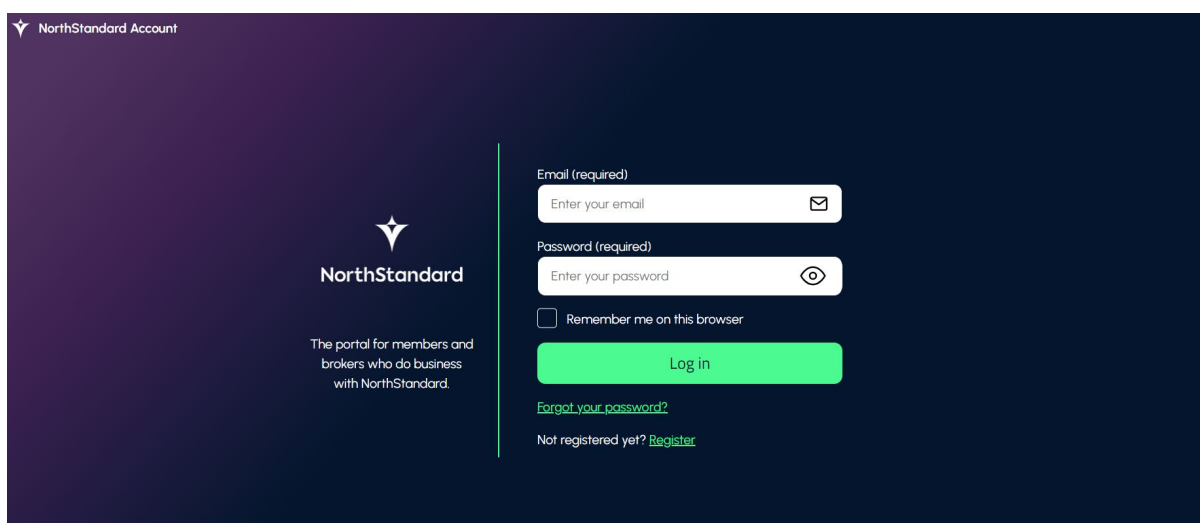
There are four account types: member, broker, correspondent, and guest. These user types help determine the content available to you through your personalised dashboard.

I've forgotten my login details; how do I recover my password?

You can reset your password by clicking the 'person' icon located in the main navigation and click login.



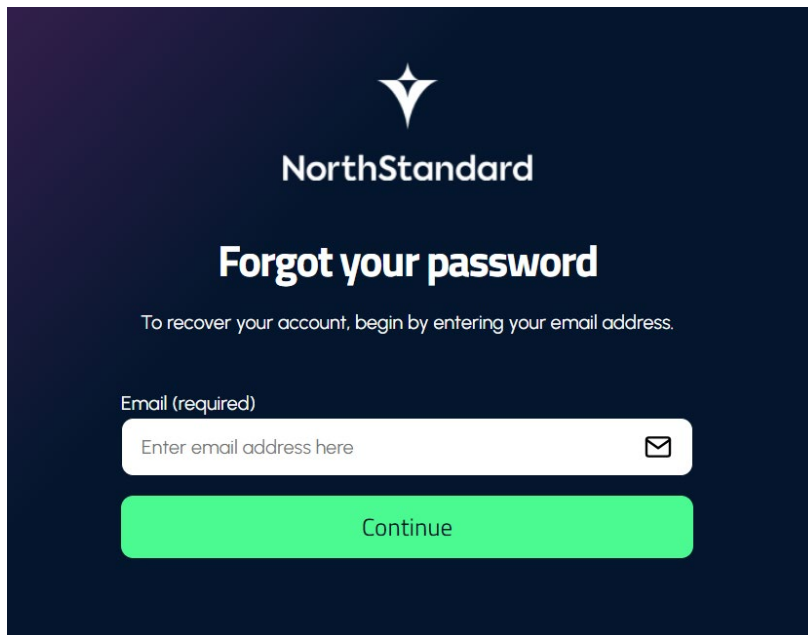
From here, click the 'forgot your password' link.



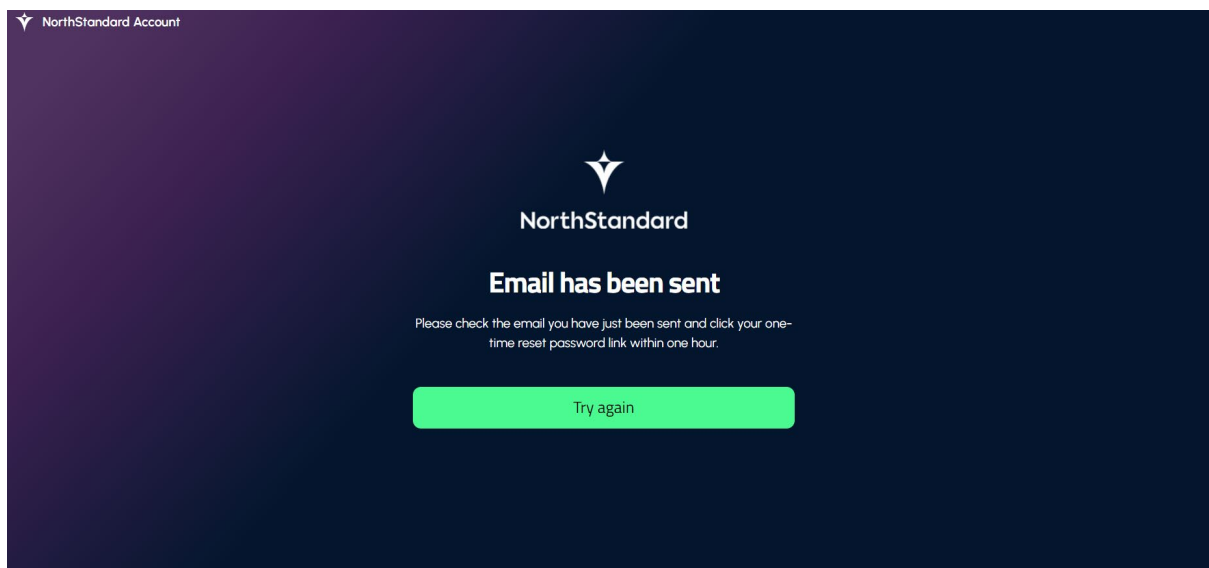
The screenshot shows the NorthStandard login page. The NorthStandard logo is on the left. The page title is 'The portal for members and brokers who do business with NorthStandard.' The login form includes fields for 'Email (required)' and 'Password (required)', both with text input fields and icons. Below the password field is a checkbox for 'Remember me on this browser'. A green 'Log in' button is below the checkbox. Below the button are links for 'Forgot your password?' and 'Not registered yet? Register'.

NorthStandard's Digital Experience FAQs

Enter your email address into the box and press 'continue'.

A screenshot of the NorthStandard 'Forgot your password' screen. The background is dark blue with a purple gradient on the left. At the top center is the NorthStandard logo, a white stylized four-pointed star. Below the logo is the text 'NorthStandard' in white. Underneath is the heading 'Forgot your password' in bold white. Below the heading is the instruction 'To recover your account, begin by entering your email address.' in a smaller white font. There is a white input field with the placeholder text 'Enter email address here' and a small white envelope icon on the right. Above the input field is the label 'Email (required)'. Below the input field is a large green button with the text 'Continue' in white.

You will then receive an email containing further instructions on how to reset your password.

A screenshot of the NorthStandard 'Email has been sent' screen. The background is dark blue with a purple gradient on the left. In the top left corner, there is a small white logo and the text 'NorthStandard Account'. In the center is the NorthStandard logo, a white stylized four-pointed star. Below the logo is the text 'NorthStandard' in white. Underneath is the heading 'Email has been sent' in bold white. Below the heading is the instruction 'Please check the email you have just been sent and click your one-time reset password link within one hour.' in a smaller white font. At the bottom center is a large green button with the text 'Try again' in white.

What can I access through my NorthStandard account?

Your NorthStandard account grants you access to:

1. Logged in access to our **NorthStandard website** – allowing you to:
 - a. Select and use our dashboards.
 - b. Save content via bookmarks.
 - c. Create and save personalised correspondent lists.
 - d. Save contacts to your favourites or contact lists.
 - e. Access to gated articles and publications.
2. **Our NorthStandard app**, providing access to key information such as contacts, vessel search, correspondents search, rule books and emergency contact details 24/7, with or without a signal.
3. Logged in access to our **Intelligence Platform, GlobeView** – providing access to all premium data layers and functionality including Risk Intelligence's threat assessments, route planning tools, access to the Fuel Insights platform, detailed sanctions advice and more.
4. Access to our new **Fuel Insights platform**, powered by VPS.
5. Access to **Iris** (once launched), our consolidated member and broker portal for access to key policy documents and records.

Onboarding

What is the onboarding process?

When you land on our website for the first time as a logged in user, you'll be asked to complete a short onboarding process which allows us to position content and functionality relevant to you.

There are four quick steps to follow. Apart from dashboard selection, you can skip the onboarding process if you want a less personalised website experience.

The first screen asks you to select from one of our three personalised dashboards. These dashboards, group content and functionality around three core proposes to give you quick and immediate access to things most relevant to you. You can change this dashboard at any time.

Step 1 of 4

What would you see as your main goal from the site?

Choose the best match to set your vitals dashboard. You can change this at any time from your dashboard settings.

Products and Contacts

Get quick and easy access to relevant product information and services, key contacts and address books, rule books, as well as digital resources such as portal and our intelligence platform, plus more.

Manage Risk and Operations

Stay informed on the key information needed when planning a voyage. Through our voyage vitals tool, you can instantly view port assessments, trends and stats, related news and sanctions advise as well as the local correspondents to your selected country / port.

Manage Resources and Insights

Increase your knowledge and stay on top of the latest trends. Read our latest publications and guides, access our library, listen to our latest podcasts and learn about upcoming events.

Next

The second step asks you what aspects of marine insurance you are most interested in.

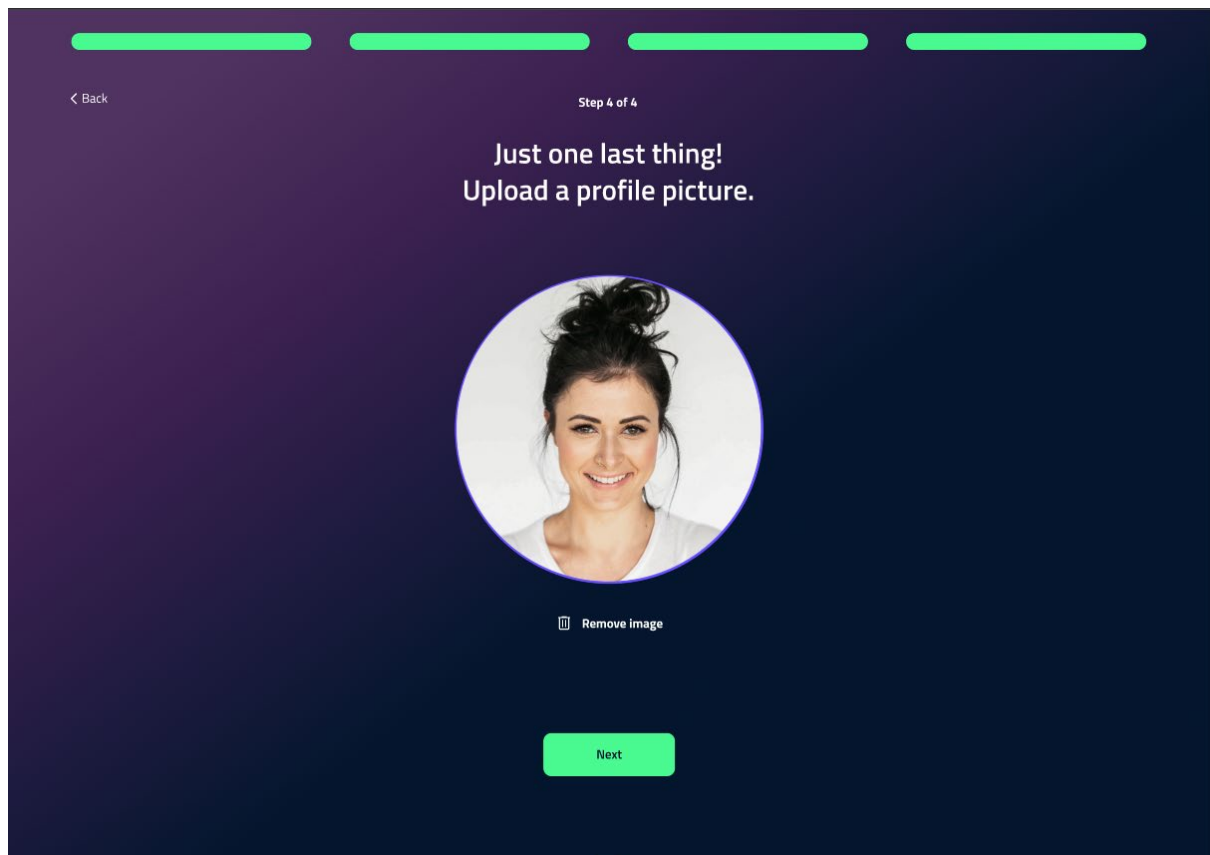
This screenshot shows the second step of a four-step questionnaire. At the top, a progress bar has the second segment highlighted in blue. The header includes a '< Back' link, 'Step 2 of 4', and a 'Skip >' link. The main heading is 'What aspects of marine insurance are you most interested in?' with the instruction 'Choose as many as you like.' below it. There are eight selectable options: 'Underwriting', 'Claims' (highlighted in blue), 'Risk Management', 'Regulations and Compliance (Sanctions)' (highlighted in blue), 'Emerging Trends', 'Technology in Insurance', 'Loss Prevention' (highlighted in blue), and 'Select all'. A 'Next' button is at the bottom center.

Followed by what insurance products are you most interested in – this allows us to present content from these areas to you more easily.

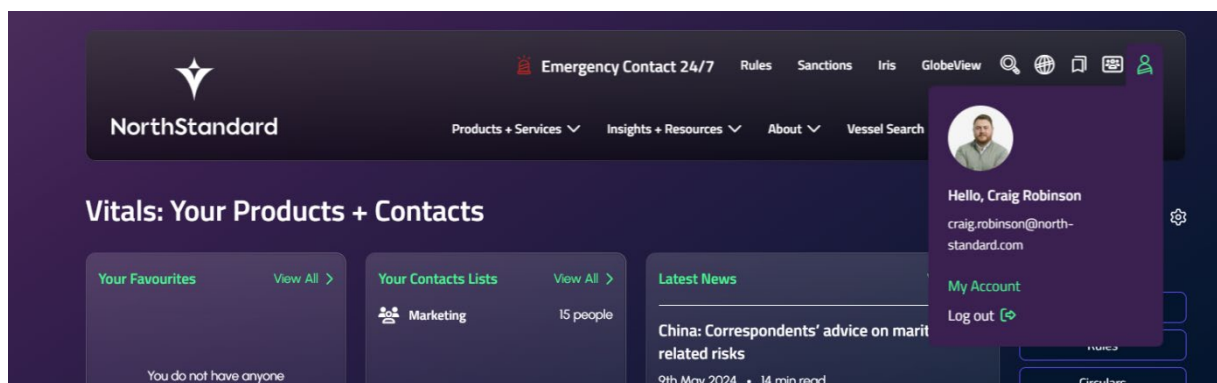
This screenshot shows the third step of a four-step questionnaire. The progress bar at the top has the third segment highlighted in blue. The header includes a '< Back' link, 'Step 3 of 4', and a 'Skip >' link. The main heading is 'What types of product are you most interested in?' with the instruction 'Choose as many as you like.' below it. There are ten selectable options: 'P&I' (highlighted in blue), 'FD&D', 'Charterers and Traders', 'Strike & Delay' (highlighted in blue), 'Offshore & Renewables', 'War Risks', 'Coastal & Inland' (highlighted in blue), 'Extended Cover', 'Fixed Premium Insurance', 'Hull & War', 'Aquaculture', 'Sunderland Marine' (highlighted in blue), and 'Select all'. A 'Next' button is at the bottom center.

NorthStandard's Digital Experience FAQs

Finally, for those who wish to do so, you can upload a profile picture to your account. Or simply skip this step.



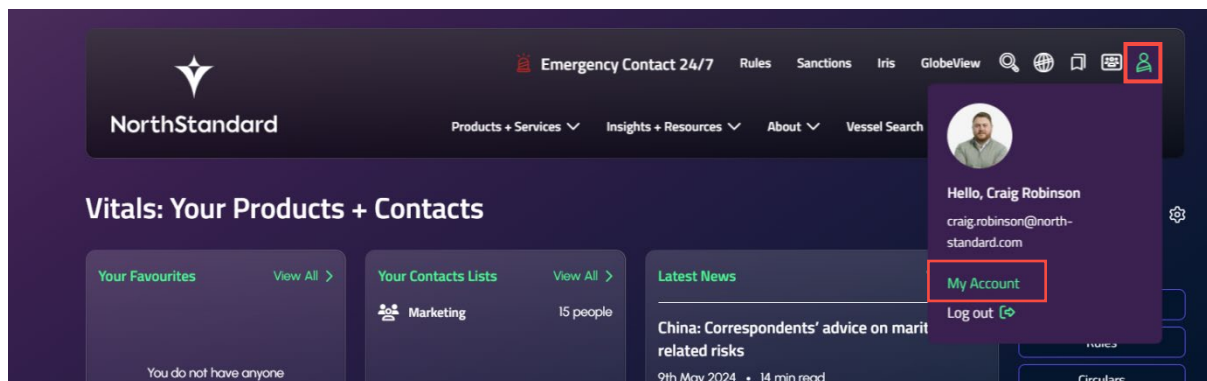
You can change any of these details from 'My Account' once logged in to your account – via the person symbol:



My Account

How do I update my account and preferences?

Our user-friendly account management section enables you to easily update your personal information including name, contact information and profile picture. Simply click the person icon in the top right corner when logged in and go to 'My Account'.



In My Account you can update your core account details, including name, email, company, job title, country, and contact information.

A screenshot of the 'Your Account' page. The page has a dark blue header with the NorthStandard logo and navigation links. The main content area is titled 'Your Account' and features two tabs: 'Personal Information' (highlighted with a red box) and 'Your Preferences'. Below the tabs, there are several input fields for personal information: 'Email Address' (sarah.daubney@north-standard.com), 'First Name' (Sarah), 'Last Name' (Daubney), 'Phone Number', 'Country', 'Company', and 'Job Title'. To the right of these fields is a section for 'Your account profile picture (optional)' with a circular placeholder and an 'Upload an image' button. At the bottom left, there is a link 'Want to delete your NorthStandard account?'.

NorthStandard's Digital Experience FAQs

You can also update your account preferences, selected as part of your onboarding process via the preferences tab.

The screenshot displays the NorthStandard user interface. At the top, a dark navigation bar contains the NorthStandard logo, an 'Emergency Contact 24/7' button, and links for Rules, Sanctions, Iris, and GlobeView. Below this is a secondary menu with dropdowns for Products + Services, Insights + Resources, About, Vessel Search, Correspondents, and Contact. The main heading is 'Your Account'. Underneath, 'Personal Information' is listed, with 'Your Preferences' highlighted by a red rectangular box. The 'Your default dashboard' section features three cards: 'Manage your Products & Contacts' (purple), 'Manage your Risk & Operations' (orange, highlighted), and 'Manage your Insights & Resources' (purple). The 'Manage your Risk & Operations' card includes a 'Set as preference' checkbox. Below the dashboard are two sections for preferences: 'Your preferred marine insurance areas' and 'Your preferred product types'. Each section has a 'Select All' button and a list of checkboxes. The 'Your preferred marine insurance areas' section includes Underwriting (checked), Claims (checked), Risk Management (checked), Regulations and Compliance (Sanctions), Emerging Trends, Technology in Insurance, and Loss Prevention. The 'Your preferred product types' section includes P&I (checked), FD&D (checked), Charters and Traders (checked), Fixed Premium Insurance (checked), Strike and Delay, Offshore & Renewables, War Risks, Sunderland Marine, Coastal & Inland, Extended Cover, and Hull & War. A 'Save Changes' button is located at the bottom left of the preferences section.

NorthStandard

Emergency Contact 24/7 Rules Sanctions Iris GlobeView

Products + Services Insights + Resources About Vessel Search Correspondents Contact

Your Account

Personal Information **Your Preferences**

Your default dashboard

Manage your Products & Contacts

Get quick and easy access to relevant product information and services, key contacts and address books, rule books, as well as digital resources such as portal and our intelligence platform, plus more.

Manage your Risk & Operations

Stay informed on the key information needed when planning a voyage. Through our voyage vitals tool, you can instantly view port assessments, trends and stats, related news and sanctions advice, as well as the local correspondents to your selected country/port.

☒ Set as preference

Manage your Insights & Resources

Increase your knowledge and stay on top of the latest trends. Read our latest publications and guides, access our library, listen to our latest podcasts, and learn about upcoming events.

Your preferred marine insurance areas

Select All

☒ Underwriting

☒ Claims

☒ Risk Management

☐ Regulations and Compliance (Sanctions)

☐ Emerging Trends

☐ Technology in Insurance

☐ Loss Prevention

Your preferred product types

Select All

☒ P&I

☒ FD&D

☒ Charters and Traders

☐ Strike and Delay

☐ Offshore & Renewables

☐ War Risks

☐ Coastal & Inland

☐ Extended Cover

☒ Fixed Premium Insurance

☐ Hull & War

☐ Aquaculture

☐ Sunderland Marine

Save Changes

Our New Website

What can I expect when I visit the new website?

You can now manage what matters most to you, and your operations, with personalised dashboards and customise your experience for maximum efficiency. Save bookmarked content, as well as key contacts and correspondents for instant access.

We've also implemented a world-class search function making finding the information you need easier than ever.

Through our internal and external research, we've developed a range of new features and improvements which matter to our audiences, including:

Features and benefits for members, brokers and customers
Setting the foundation for our long-term digital roadmap

GREATER ACCESSIBILITY

- Simple access to all platforms via SSO
- Real time vessel search
- Greater self service
- World leading search
- Improved content tagging
- New app for always on access

PERSONALISED AND MEANINGFUL EXPERIENCES

- Built on personas requirements
- Personalised dashboards
- Customisable experiences - teamsheets
- Impactful and resourceful homepage
- More reasons to return / improved stickiness
- Greater interactivity - financial reports

TRUST AND REASSURANCE

- Brand impact
- Greater access to product / service info
- Manage risks in one place
- Improved digital security
- Efficiency gains
- Trade confidence

View our website: north-standard.com

Dashboards

What are the dashboards?

We've developed three intelligent dashboards for users to choose from when logging into the site:

1. Products and Contacts
2. Risk and Operations
3. Insights and Resources

Each dashboard provides a unique personalised homepage experience, as users can select the dashboard which best suits their requirements when visiting our website.

Users select a dashboard as part of their onboarding and can also change it at any time through the simple 'switch dashboard' option above each dashboard.

Once selected, your dashboard appears on our homepage when you're logged in, providing you with the information and resources most relevant to you as soon as you land on our website.

Through our research, we found that users typically come to our website for one of the following reasons:

- To access product information and to search for contact information.
- To research the latest news, sanctions advice, and loss prevention guidance associated with specific countries and/or ports to support risk management.
- To stay on top of industry updates and changes through our news, publications, and webinars and event information.
- To access policy related information – which can be accessed via Iris (portal).

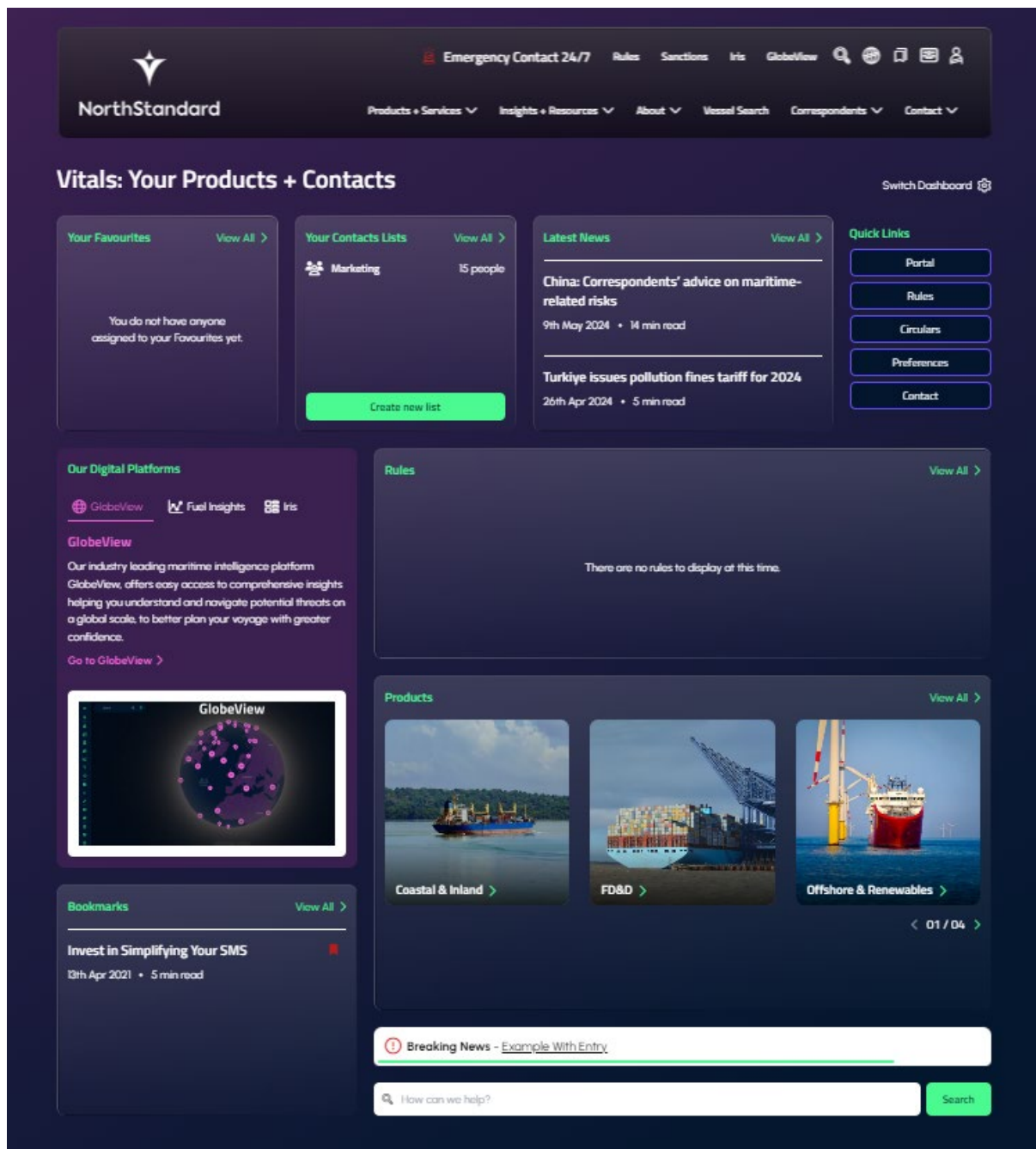
With this in mind, we created three specific dashboards mapping functionality and information to each of these core site purposes – ensuring that users can access the information, tools, and resources most relevant to their visit.

We'll continue to monitor usage of these dashboards, as well as gathering feedback / suggestions for future additions as part of our ongoing digital strategy.

Each dashboard is shown on the following page...

NorthStandard's Digital Experience FAQs

Products + Contacts



NorthStandard's Digital Experience FAQs

Risk + Operations

The screenshot displays the NorthStandard website dashboard, which is a comprehensive tool for maritime risk and operations management. The interface is dark-themed with a purple and blue color palette.

Header: The top navigation bar includes the NorthStandard logo, an "Emergency Contact 24/7" button, and links for "Rules", "Sanctions", "Iris", "GlobeView", and a search icon. Below this, a secondary bar offers "Products + Services", "Insights + Resources", "About", "Vessel Search", "Correspondents", and "Contact".

Main Section: Vitals: Your Risk + Operations

- Select Location:** A dropdown menu is set to "Russia", and a specific location "Zarubino" is selected. A "Search" button and a "Reset Location" link are present. The current location is confirmed as "Zarubino, Russia 20:33 (+10)".
- Map:** A map of Russia shows the location of Zarubino. A "View in GlobeView" button and a "mapbox" logo are included.
- Threat Assessment:** A list of threats with their respective risk levels and arrows indicating trends:
 - Terrorism: Moderate (orange dot) →
 - Piracy: Low (green dot) →
 - Insurgency and Military Operations: High (red dot) →
 - Cargo Theft: Elevated (red dot) →
 - Smuggling: Elevated (red dot) →
 - Stowaways and Human Trafficking: Low (green dot) →
 - Fraud and Corruption: Elevated (red dot) →
 - Activism: Low (green dot) →A "Country Summary" button is at the bottom.
- Key Port Stats:** A grid of weather and port data:
 - Wind: 4kts
 - Wind Dir: 95°
 - Sea Temp: 12°C
 - Swell: 0.1m
 - Wave Height: 0.1m
 - Wave Dir: 100°A note at the bottom states "Last Updated: Thu, May 30, 2024 10:33 AM UTC".
- Quick Links:** A vertical list of buttons for "Portal", "Rules", "Circulars", "Preferences", and "Contact".

Our Digital Platforms: A section highlighting "GlobeView", "Fuel Insights", and "Iris". It describes GlobeView as an industry-leading maritime intelligence platform and includes a "Go to GlobeView" link. A small globe icon with location pins is shown.

Sanctions: A section with a large "YES" indicator, stating "Restrictions in place" and "Adopted by US, EU, UK". It includes links for "View Guidance", "Related Articles", and "Sanctions Guide".

Latest News in Zarubino, Russia: A section with a "View All" link. It features two news items:

- "Russia - Ukraine War: Impact on shipping" dated 12th Dec 2023, 11 min read.
- "Russia Price Cap: Enforcement action and new advisory" dated 13th Oct 2023, 3 min read.

Correspondents: A section with a "View All" link. It lists "Commercial" and "Legal" categories, each with a "View" button.

Breaking News: A section with a "Breaking News - Example With Entry" header and a search bar with the placeholder text "How can we help?".

Insights + Resources

The screenshot displays the NorthStandard website's 'Insights + Resources' dashboard. The header features the NorthStandard logo and navigation links: Emergency Contact 24/7, Rules, Sanctions, Iris, GlobeView, and a search icon. Below the header, a secondary navigation bar includes Products + Services, Insights + Resources (active), About, Vessel Search, Correspondents, and Contact. The main content area is titled 'Vitals: Your Insights + Resources' and includes a 'Switch Dashboard' button. The dashboard is organized into several sections: 'Trending' with a list of five articles; 'News for you' with two articles; 'Podcasts' featuring 'Episode 1: The Geopolitical Forecast for 2024'; 'Quick Links' with buttons for Portal, Rules, Circulars, Preferences, and Contact; 'Our Digital Platforms' highlighting GlobeView, Fuel Insights, and Iris; 'Your Favourites' with a message that no favourites are assigned; 'Your Contacts Lists' showing a 'Marketing' list with 15 people and a 'Create new list' button; 'Bookmarks' with an article 'Invest in Simplifying Your SMS'; and 'Latest Events & Webinars' featuring an 'Example Event' on May 7th, 2024. A search bar at the bottom asks 'How can we help?' with a 'Search' button.

NorthStandard

Emergency Contact 24/7 Rules Sanctions Iris GlobeView

Products + Services Insights + Resources About Vessel Search Correspondents Contact

Vitals: Your Insights + Resources

Switch Dashboard

Trending

- 01 Ship Scrapping: Material Matters
- 02 China: Correspondents' advice on maritime-related risks
- 03 Concerns on Fukushima radioactive contamination lead to new ballast water requirements
- 04 Increased risk of significant customs fines in Senegal
- 05 Brazil to enforce new seafarer immigration requirements

News for you

China: Correspondents' advice on maritime-related risks
9th May 2024 • 14 min read

Turkiye issues pollution fines tariff for 2024
26th Apr 2024 • 5 min read

Concerns on Fukushima radioactive contamination lead to new ballast water requirements
26th Apr 2024 • 2 min read

Podcasts

Episode 1: The Geopolitical Forecast for 2024
16th May 2024

Quick Links

- Portal
- Rules
- Circulars
- Preferences
- Contact

Our Digital Platforms

GlobeView Fuel Insights Iris

GlobeView

Our industry leading maritime intelligence platform GlobeView, offers easy access to comprehensive insights helping you understand and navigate potential threats on a global scale, to better plan your voyage with greater confidence.

[Go to GlobeView](#)

Your Favourites

You do not have anyone assigned to your Favourites yet.

Your Contacts Lists

Marketing 15 people

[Create new list](#)

Bookmarks

Invest in Simplifying Your SMS
13th Apr 2021 • 5 min read

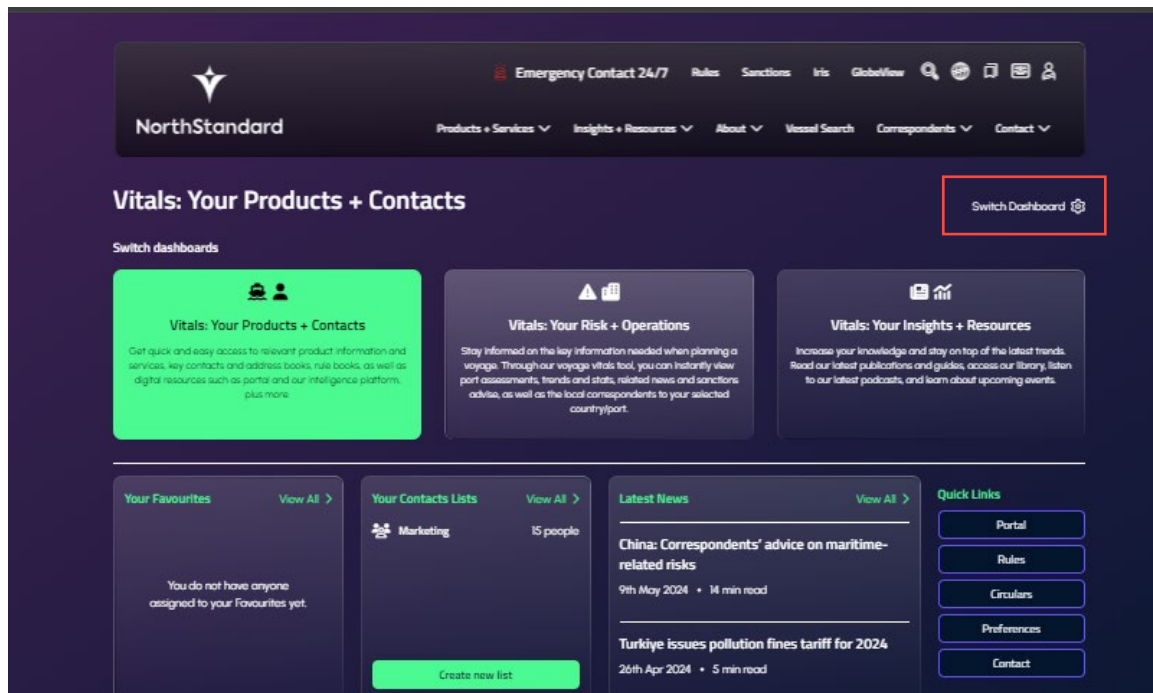
Latest Events & Webinars

Example Event
7th May 2024 • Event

How can we help? [Search](#)

How do I switch dashboards?

You can switch dashboards via the switch dashboards icon above your dashboard when logged in. This will remain your default for each visit until you change.



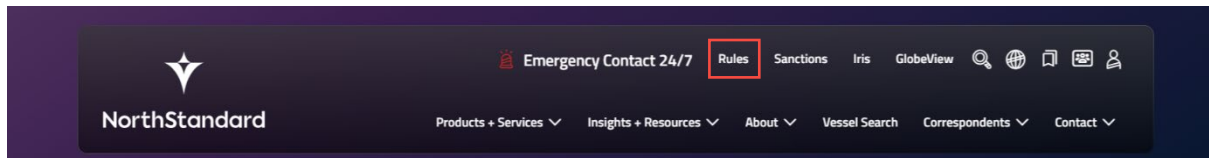
You can also change this via 'My Account' under preferences.

Key content and search

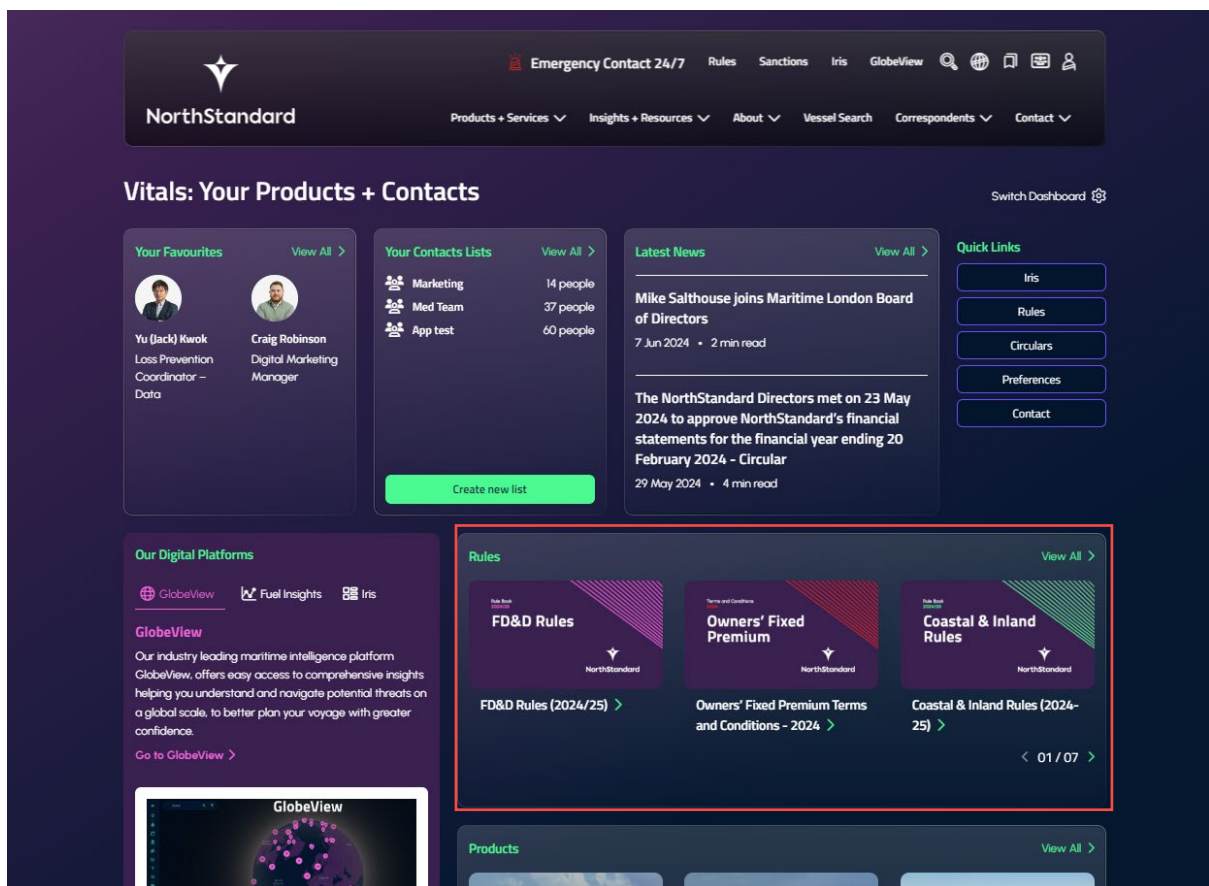
How do I access the club rules?

Our rules are available as a pdf download and are accessible via the top navigational menu of the website or via 'Insights + Resources'.

Via top navigation



Via products + contacts dashboard

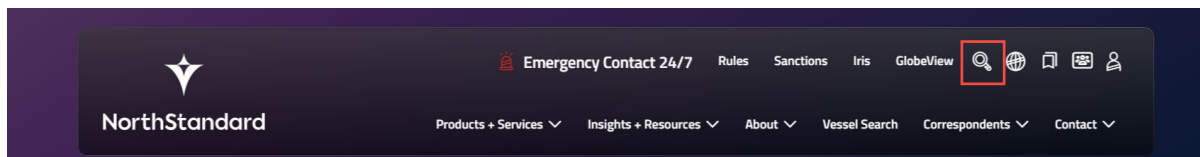


How do get the best out of search?

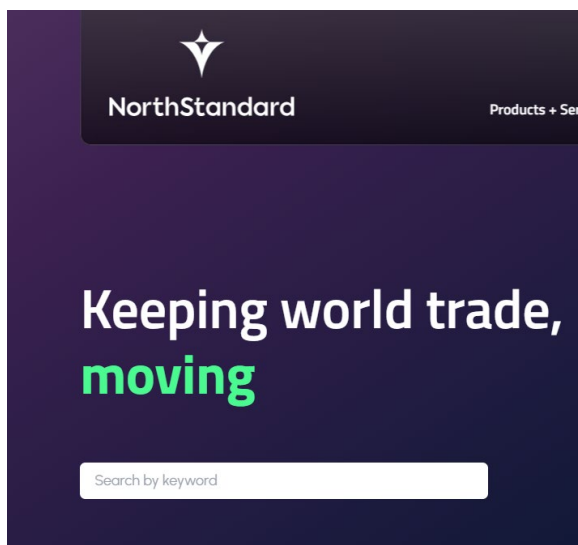
The search functionality of our site has been built using world leading search provider Algolia, to provide an instant, more accurate and helpful search experience. Through our integrated search, it's now easier to find results relevant to you.

The search function can be accessed by clicking on the 'spyglass' in the top menu navigation, or by typing a word or phrase into the search bar on the homepage.

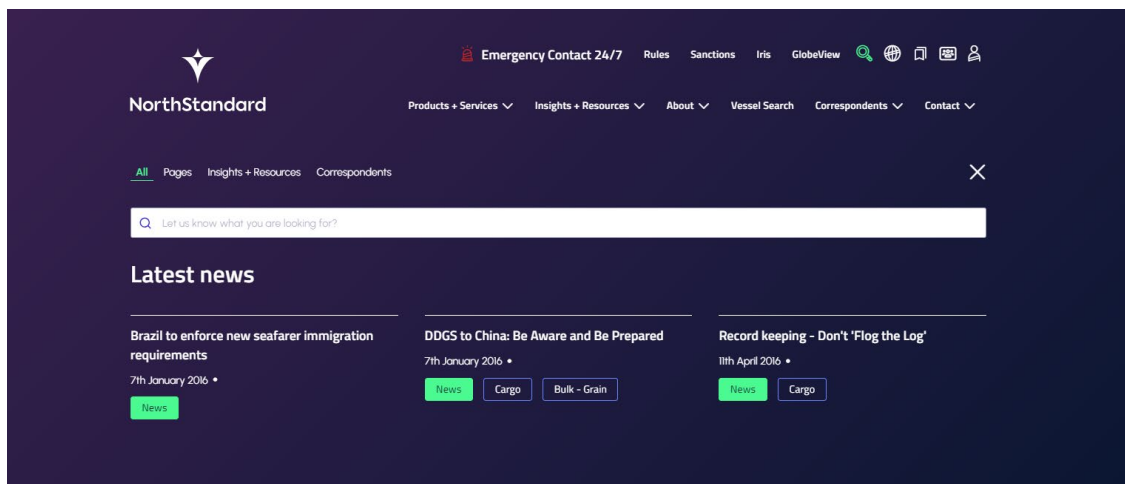
Menu



Homepage search bar



Search popup once selected



NorthStandard's Digital Experience FAQs

You can search via type: All, Pages, Insights + Resources, Contact, Correspondents, and Vessels. These filters allow you to filter your search before you've even submitted a result.

The screenshot shows the NorthStandard website header with the logo and navigation links: Emergency Contact 24/7, Rules, Sanctions, Iris, GlobeView, and user icons. Below the header is a search bar with a dropdown menu showing 'All', 'Pages', 'Insights + Resources' (highlighted with a red box), 'Contact', 'Correspondents', and 'Vessels'. Below the search bar is a section titled 'Insights & Resources' with filters: Circulars, Events, News, Podcasts, Press Releases, and Publications. Three results are displayed:

- Asian Gypsy Moth (Flighted Spongy Moth Complex)**
23rd May 2024 • 1 min read
Filters: Publications, Ships
- Episode 1: The Geopolitical Forecast for 2024**
16th May 2024
Filter: Podcasts
- China: Correspondents' advice on maritime-related risks**
9th May 2024 • 14 min read
Filter: News

From within the 'Insights + Resources' tab, you can filter again by type: Circular, Events, News, Podcasts, Press Releases, and Publications further narrowing your results.

This screenshot shows the same NorthStandard website interface, but with the 'Circulars' filter selected under the 'Insights & Resources' section. The search bar still shows 'Insights + Resources' as the selected filter. Three results are displayed:

- Electronic Bills of Lading: Britc Etrade Solution Co., Ltd (BRITC eBL)**
3rd Apr 2024 • 4 min read
Filter: Circulars
- Policy Year 2024/25 – Changes to the Club's Condition Survey Programme**
26th Feb 2024 • 3 min read
Filter: Circulars
- War Risks Renewal 2024/25**
19th Feb 2024 • 16 min read
Filter: Circulars

Or you can type your query into the search bar.

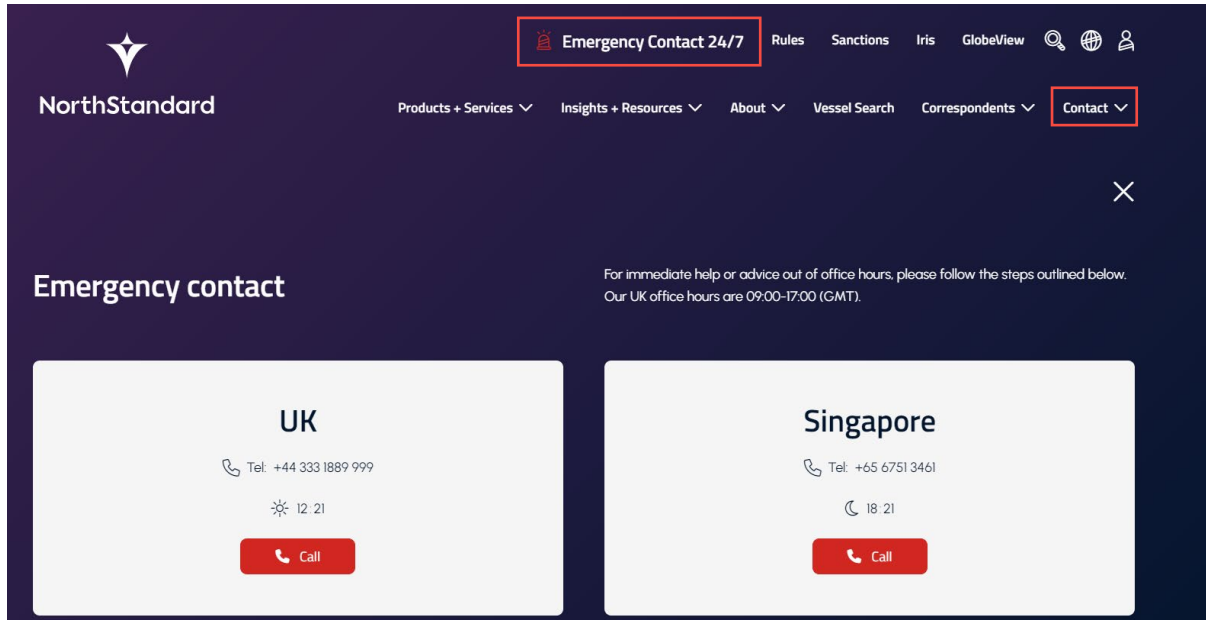
The screenshot shows the NorthStandard website header and a search bar with the query 'sanctions' entered. The search bar is highlighted with a red box. The header navigation links are visible: Emergency Contact 24/7, Rules, Sanctions, Iris, GlobeView, and user icons. Below the header is a dropdown menu showing 'All', 'Pages', 'Insights + Resources', 'Contact', 'Correspondents', and 'Vessels'.

The search will auto prompt based on your suggestion, and where possible, autocorrect and results to accommodate typos or spelling errors / related search results.

Where can I access emergency contact information?

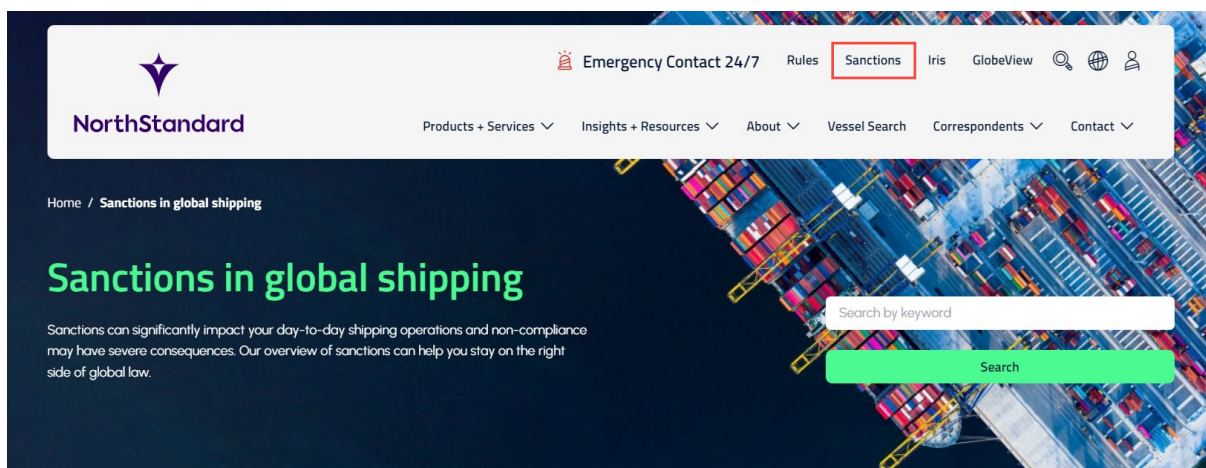
Emergency contact information is accessible via the top navigational menu of the website.

Click the 'Emergency Contact 24/7' menu link which will load up the emergency contacts page for each of our global offices.



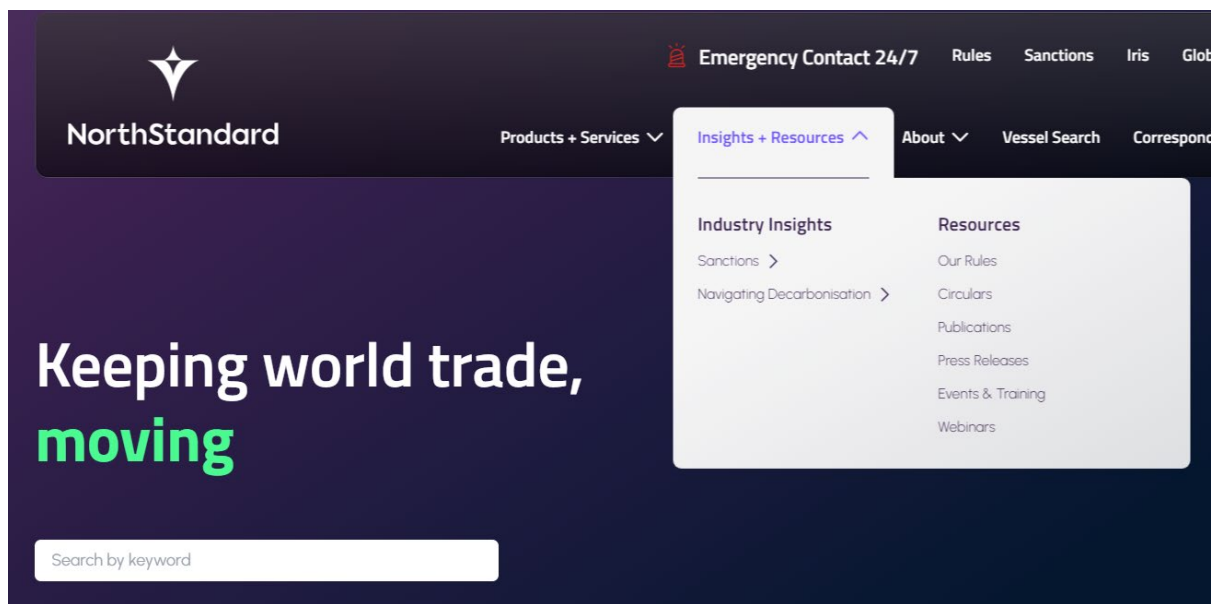
How do I access the latest sanctions advice?

Sanctions advice is accessible from the top navigation and can also be accessed from the 'Insights + Resources' drop-down menu.



What are sanctions?

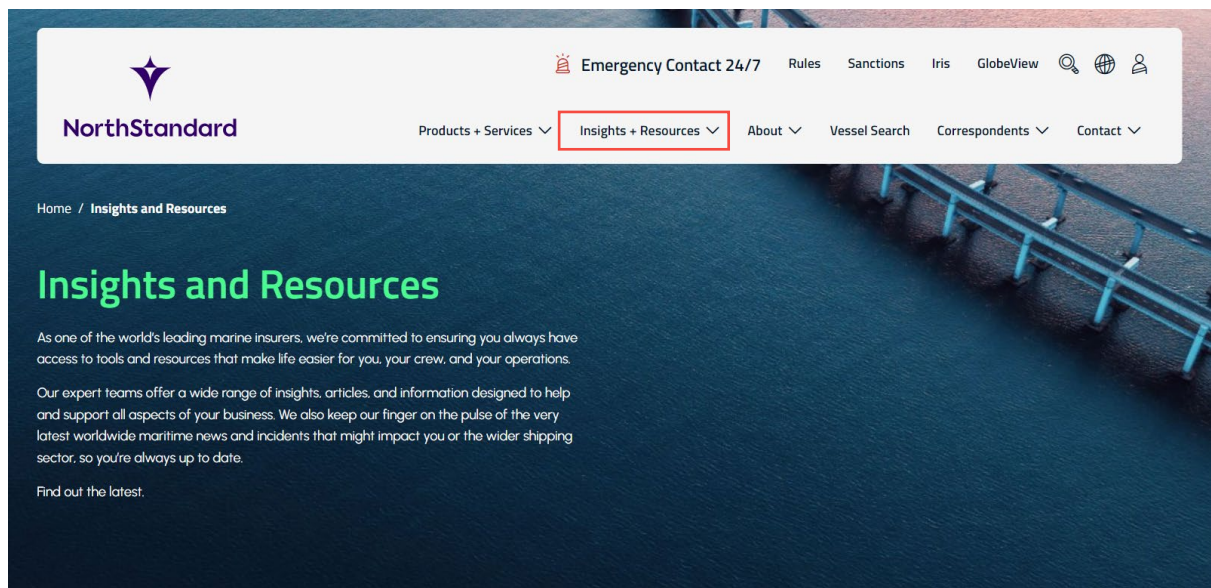
Maritime sanctions are used as a foreign policy tool to pressure governments to change their behaviour. They can target individuals, companies, or entire countries. Examples include asset freezes, travel bans, and restrictions on trade. Sanctions can be imposed by the United Nations, the United States, the European Union, the United Kingdom, and other individual states.



Where do I find the latest circulars, news, and publications?

All our latest news, guidance and expertise can be accessed via from the 'Insights + Resources' menu.

Insights covers our topical issues such as Sanctions and Navigating Decarbonisation whereas **resources** include circulars, news, press releases, events and training, podcasts, and webinars.



[Insights and Resources >](#)

I have seen the NorthStandard logo next to some resources, what does this mean?

Certain content types (such as Loss Prevention guides) will be marked as 'gated' for NorthStandard Account holders only. When you see the NorthStandard logo, you'll need to sign in or register for a NorthStandard Account to access this. The content marked as gated will provide a summary of what's included, with links to login or register to access – similar to news outlets like Trade Winds.

Red Sea security threat to shipping

24th Jan 2024 • 6 min read



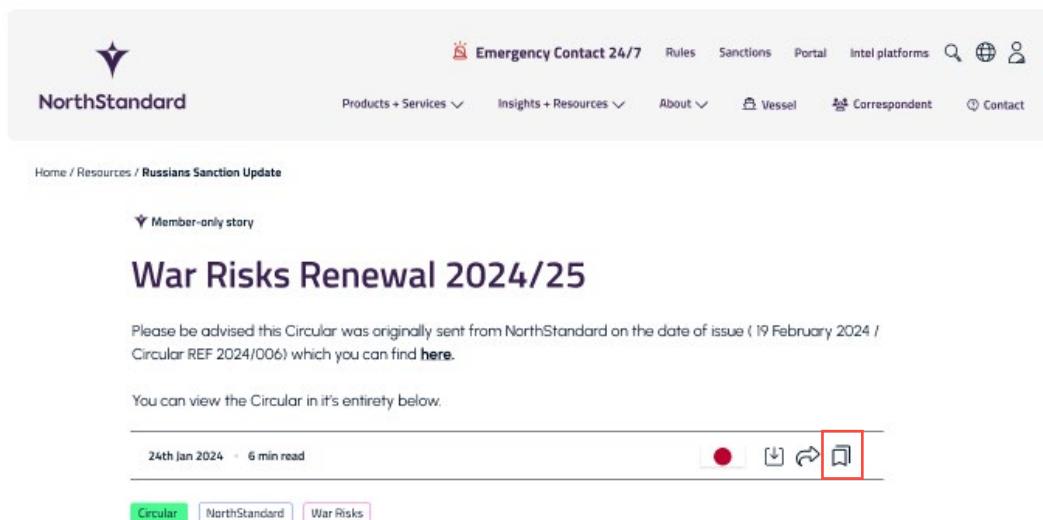
News

Maritime Security

Isreal

How do I bookmark content?

When you find content that you want to regularly refer to, you can add this to your dashboard by clicking on the 'bookmarks' icon.



NorthStandard

Emergency Contact 24/7 Rules Sanctions Portal Intel platforms

Products + Services Insights + Resources About Vessel Correspondent Contact

Home / Resources / Russians Sanction Update

Member-only story

War Risks Renewal 2024/25

Please be advised this Circular was originally sent from NorthStandard on the date of issue (19 February 2024 / Circular REF 2024/006) which you can find [here](#).

You can view the Circular in it's entirety below.

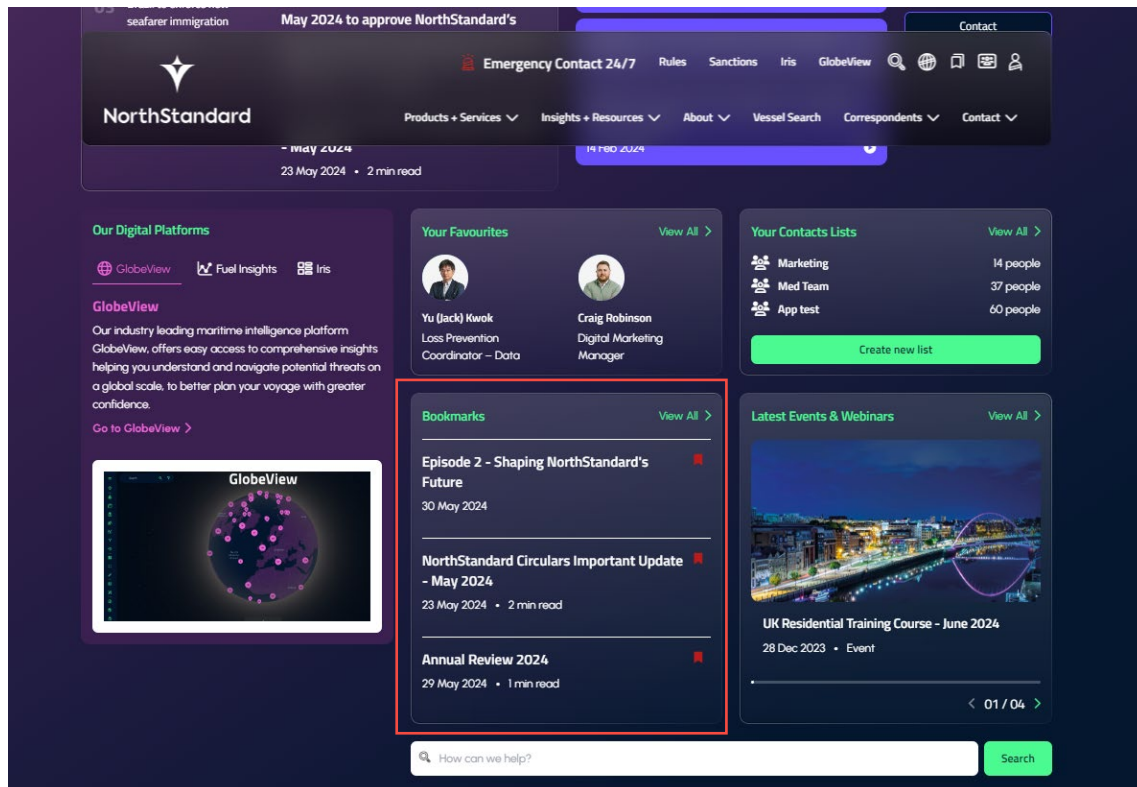
24th Jan 2024 • 6 min read

Circular NorthStandard War Risks

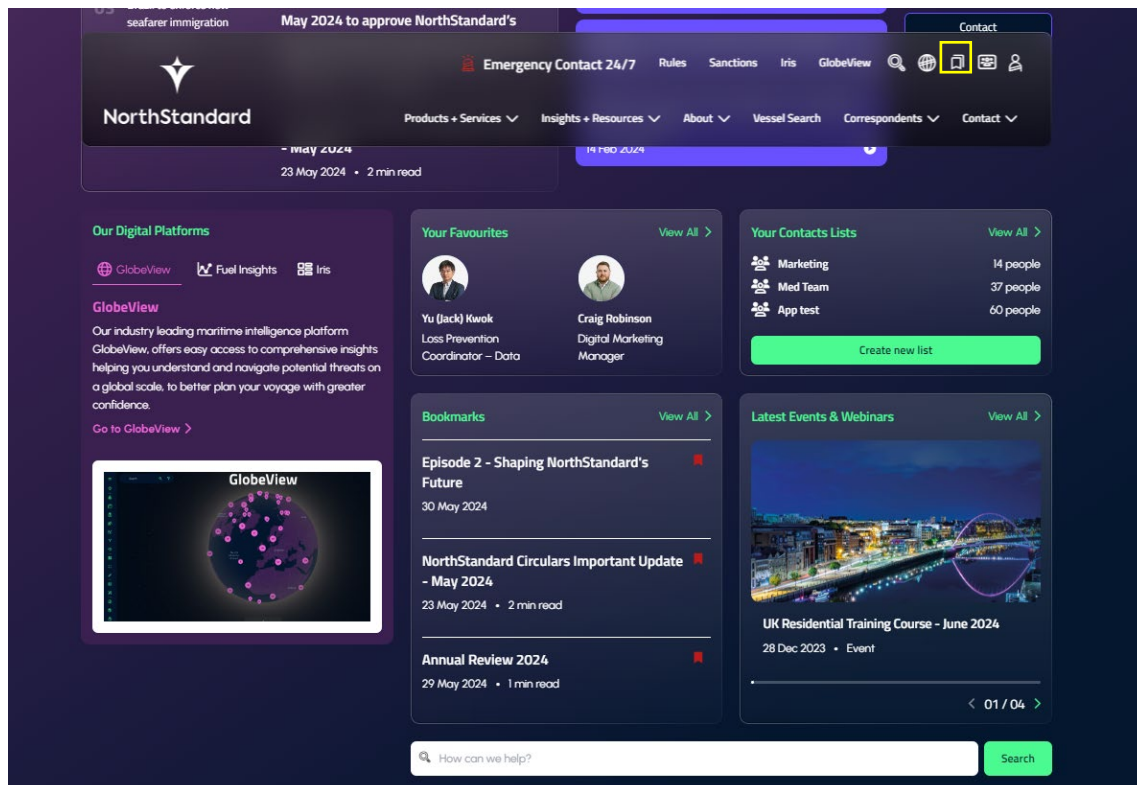


How do I access my bookmarks?

You can access your bookmarks from within your dashboard

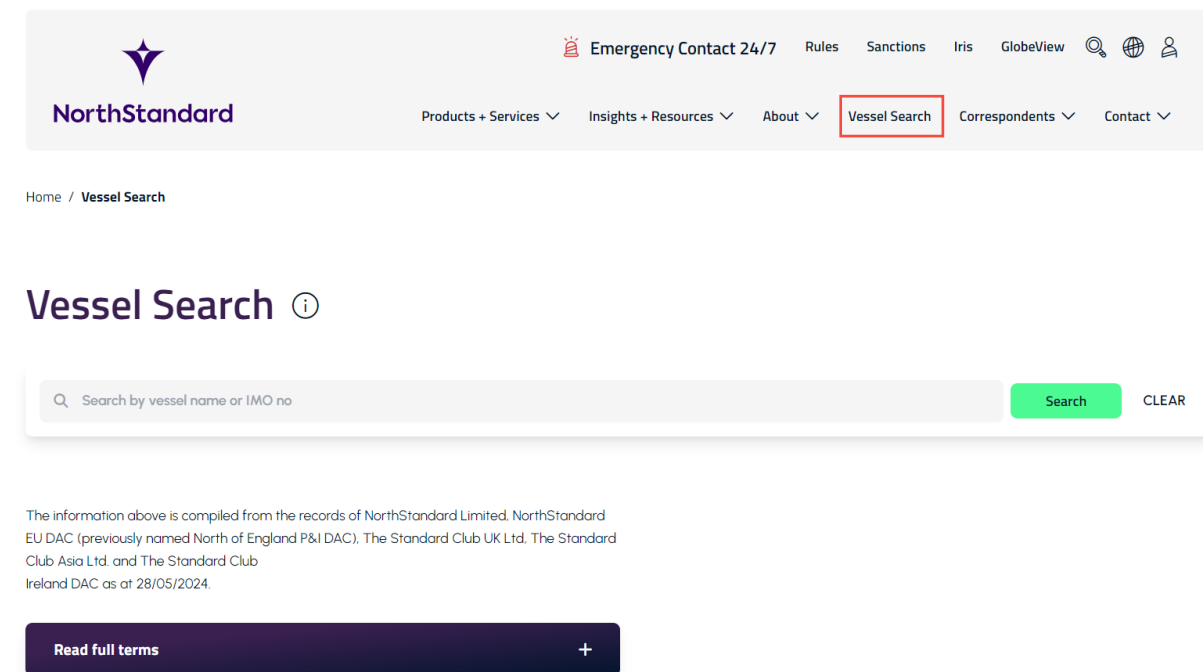


You can also access and manage all your bookmarks from the bookmarks icon in the top navigation

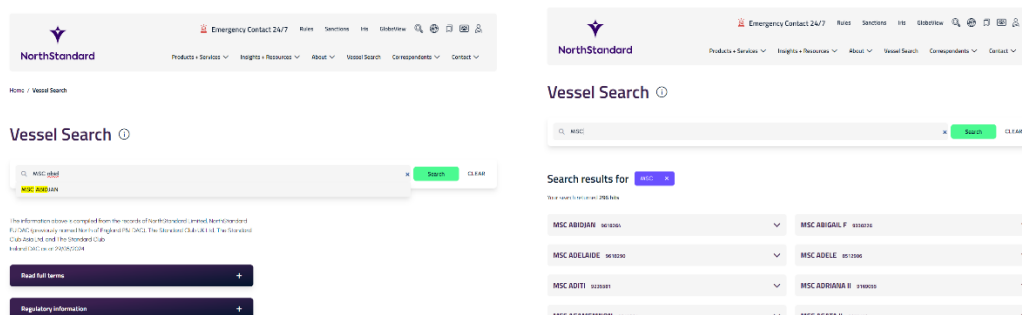


How do I access Vessel Search?

Vessel search can be accessed from the main navigation. Use this search to find any vessels insured by NorthStandard.



Use the search bar to search for a specific vessel by name or IMO number. Alternatively, you can conduct a broad search, which will return multiple results.

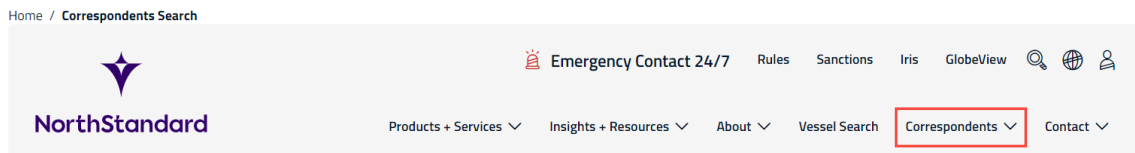


Clicking on the accordion drop-down will display more detailed information on the selected vessel.

Correspondents

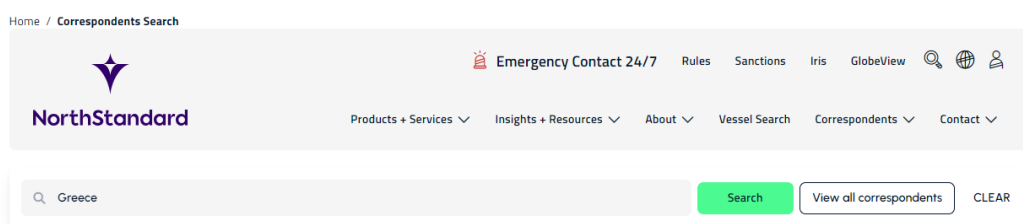
How do I access the Correspondents Search?

You can find Correspondents from the main navigation.



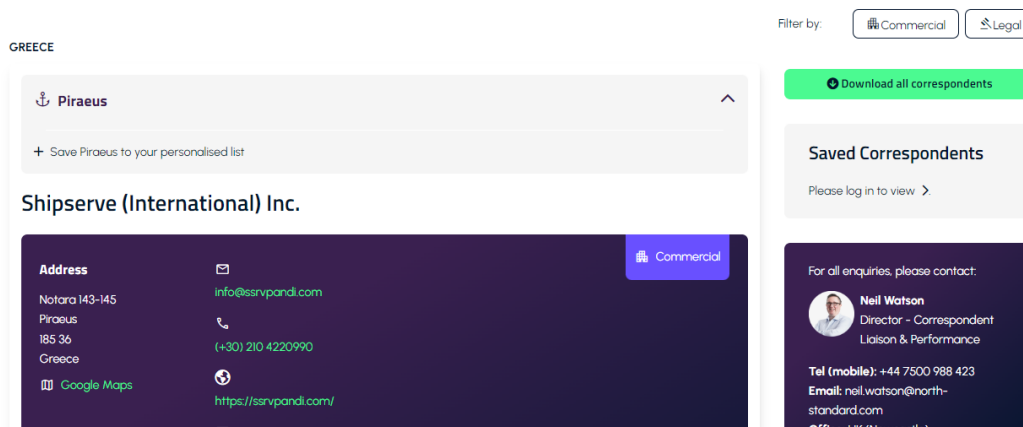
What's new in Correspondents Search?

Once you're on the page, you can search by company, country, or port to find the details you're after. Alternatively, you can also select view all correspondents to return a full list.

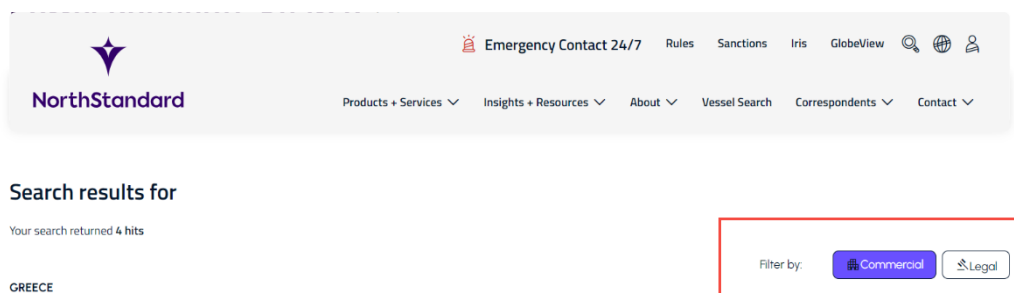


Search results for

Your search returned 5 hits



To help you find the right information, you can filter by either 'Commercial' or 'Legal' correspondent types.




Can I create a personalised Correspondents list?

Once you have logged into your NorthStandard Account, you can build a personalised correspondents list, including as many countries and ports as you like.

Your personalised list will be saved to your account, so every time you log back in, you'll have access to it down the right of the correspondent's area. You can add or remove countries and or ports to tailor it as many times as you wish.

Home / Correspondents Search



Emergency Contact 24/7 Rules Sanctions Iris GlobeView

Products + Services Insights + Resources About Vessel Search Correspondents Contact

Search View all correspondents CLEAR

Search results for

Your search returned 5 hits

GREECE

Piraeus

+ Save Piraeus to your personalised list

N Goyios - A Nassikas Law Firm

Address

Livanos Building
47-49 Akti Miaouli
Piraeus
185 36
Greece

info@goyinas.com

(+30) 210 4292516

(+30) 210 4292640

Google Maps

Legal

Download all correspondents

My Correspondents

Download PDF

Email PDF

For all enquiries, please contact:

FAQs NorthStandard website and digital platforms

north-standard.com 28

NorthStandard's Digital Experience FAQs

Once you've created your personalised list, you can download this as PDF which time stamps the publication, as well as share it via email to yourself or a colleague.

The screenshot shows the NorthStandard website interface. At the top is a navigation bar with the NorthStandard logo, a search bar, and various menu items including 'Emergency Contact 24/7', 'Rules', 'Sanctions', 'Iris', 'GlobeView', and 'Products + Services'. Below the navigation bar is a search bar with the text 'greece' and buttons for 'Search', 'View all correspondents', and 'CLEAR'. The search results section is titled 'Search results for' and shows 'Your search returned 5 hits'. A filter bar indicates 'Filter by: Commercial Legal'. The results are categorized under 'GREECE' and show a list of correspondents. One entry is highlighted: 'N Goyios - A Nassikas Law Firm'. To the right of the search results, there is a sidebar titled 'My Correspondents' which lists 'Greece' and 'Piraeus'. Below this list are buttons for 'Download all correspondents', 'Download PDF', and 'Email PDF'. A red box highlights the 'Download all correspondents' button.

How do I download a list of correspondents?

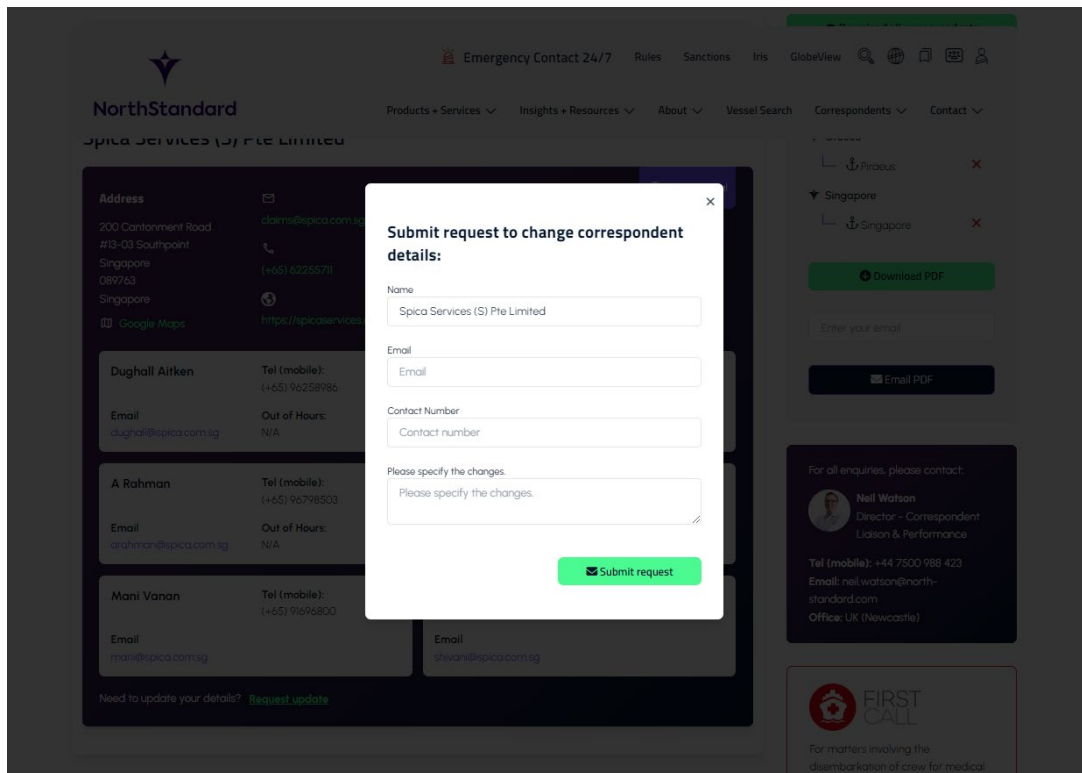
You can continue to download a full list of correspondents. Click the 'Download all correspondents' button, which will automatically download a PDF document. *[note for design: point an arrow to the green cta for download all correspondents]*

If you're logged in to your NorthStandard account, you can also create and download personalised lists, see above.

The screenshot shows the NorthStandard website interface. At the top is a navigation bar with the NorthStandard logo, a search bar, and various menu items including 'Emergency Contact 24/7', 'Rules', 'Sanctions', 'Iris', 'GlobeView', and 'Products + Services'. Below the navigation bar is a search bar with the text 'ukraine' and buttons for 'Search', 'View all correspondents', and 'CLEAR'. The search results section is titled 'Search results for' and shows 'Your search returned 4 hits'. A filter bar indicates 'Filter by: Commercial Legal'. The results are categorized under 'UKRAINE' and show a list of correspondents. One entry is highlighted: 'Mariupol'. To the right of the search results, there is a sidebar titled 'My Correspondents' which lists 'Ukraine' and 'Mariupol'. Below this list are buttons for 'Download all correspondents', 'Download PDF', and 'Email PDF'. A red box highlights the 'Download all correspondents' button.

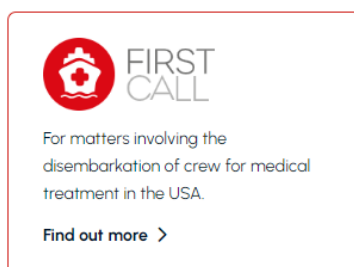
How do I request a change to Correspondents details?

Once you have logged into your NorthStandard Account, click 'request change' button from either the main landing page, or from the bottom of each Correspondent's contact details when you open the accordion. Your submitted request will be sent to our team, for review before any changes are made to correspondent listings.



How do I find First Call information?

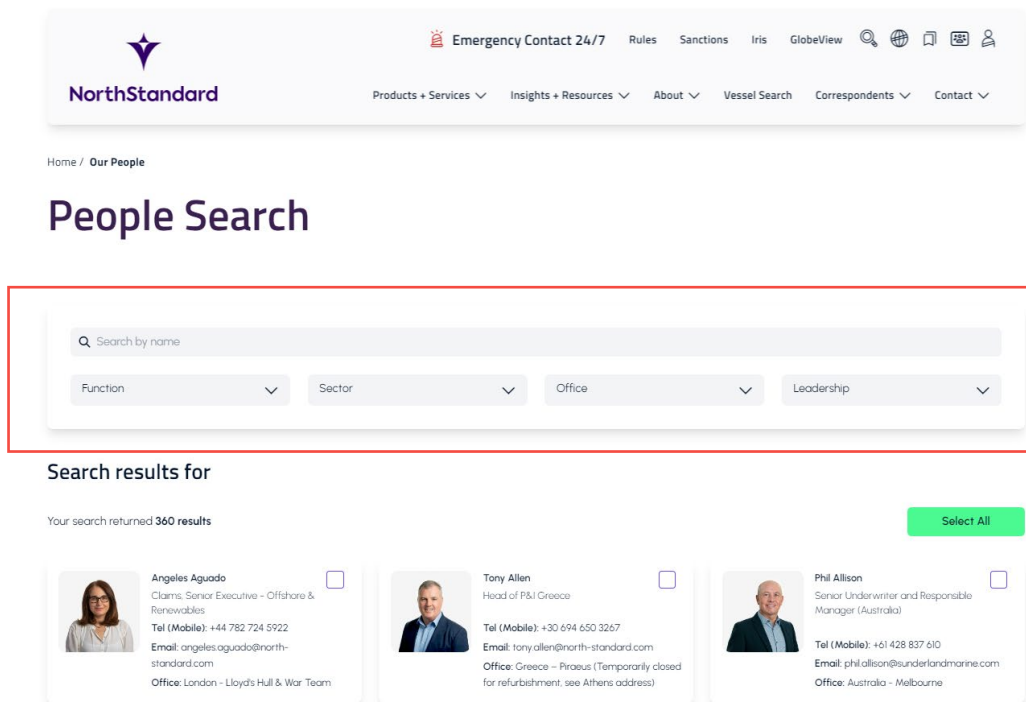
You can access it from the top navigation or from the correspondent's page. Additionally, if you search for a US-based port, the First Call information is relevant to that specific port.



To access First Call information for a specific port, click the accordion dropdown.

People Search

Easily search for contacts using our people search. You can search by name as well as using the filters to refine your search results by 'Office', 'Function', 'Sector' or 'Leadership'.



NorthStandard

Emergency Contact 24/7 Rules Sanctions Iris GlobeView

Products + Services Insights + Resources About Vessel Search Correspondents Contact

Home / Our People

People Search

Search by name

Function Sector Office Leadership

Search results for

Your search returned 360 results

Select All

Angeles Aguado
Claims, Senior Executive - Offshore & Renewables
Tel (Mobile): +44 782 724 5922
Email: angeles.aguado@north-standard.com
Office: London - Lloyd's Hull & War Team

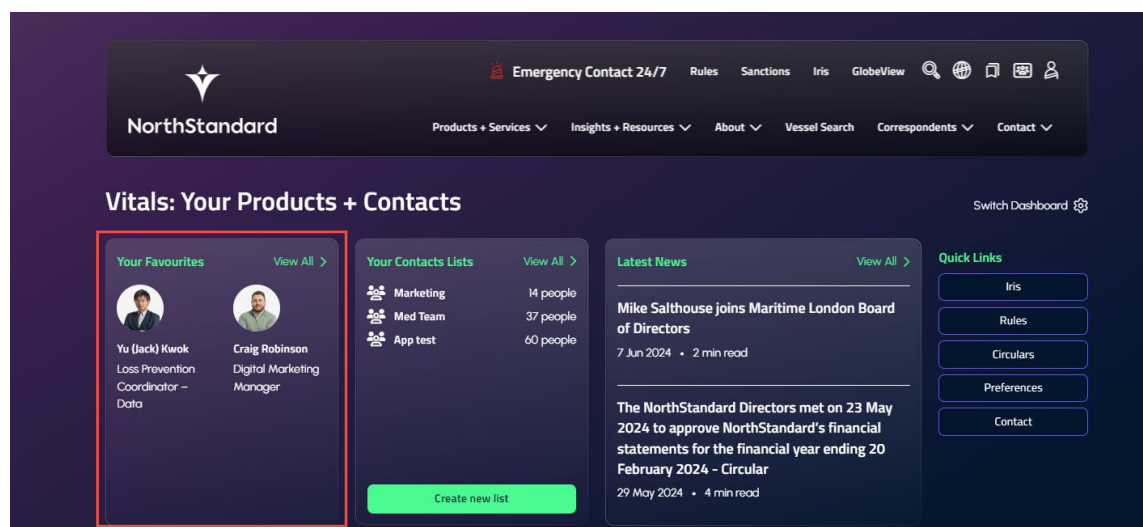
Tony Allen
Head of P&I Greece
Tel (Mobile): +30 694 650 3267
Email: tony.allen@north-standard.com
Office: Greece - Piraeus (Temporarily closed for refurbishment, see Athens address)

Phil Allison
Senior Underwriter and Responsible Manager (Australia)
Tel (Mobile): +61 428 837 610
Email: phil.allison@sunderlandmarine.com
Office: Australia - Melbourne

How do I add contacts to My Favourites?

Favourites has been set up to allow quick and immediate access to your key contacts or individuals you most commonly contact at NorthStandard.

You can access your favourites on your **Products + Contacts** and **Insights + Resources** dashboards.



NorthStandard

Emergency Contact 24/7 Rules Sanctions Iris GlobeView

Products + Services Insights + Resources About Vessel Search Correspondents Contact

Vitals: Your Products + Contacts

Switch Dashboard

Your Favourites View All

Yu (Jack) Kwok
Loss Prevention Coordinator - Data

Craig Robinson
Digital Marketing Manager

Your Contacts Lists View All

Marketing 14 people

Med Team 37 people

App test 60 people

Create new list

Latest News View All

Mike Salthouse joins Maritime London Board of Directors
7 Jun 2024 • 2 min read

The NorthStandard Directors met on 23 May 2024 to approve NorthStandard's financial statements for the financial year ending 20 February 2024 - Circular
29 May 2024 • 4 min read

Quick Links

Iris

Rules

Circulars

Preferences

Contact

NorthStandard's Digital Experience FAQs

Once logged in to a NorthStandard account, simply click in the tick box of the contact(s) you want to favourite, a hover menu will appear at the foot of the screen, click 'Save to My Favourites' to add the contact(s) into your 'My Favourites' list.

The screenshot shows the NorthStandard website's 'People Search' page. The header includes the NorthStandard logo and navigation links: Emergency Contact 24/7, Rules, Sanctions, Iris, GlobeView, and icons for search, globe, document, and user. Below the header is a navigation bar with links: Products + Services, Insights + Resources, About, Vessel Search, Correspondents, and Contact. The main section is titled 'People Search' and features a search bar with the placeholder 'Search by name'. Below the search bar are two dropdown menus for 'Function' and 'Sector'. The search results section shows 'Search results for' and 'Your search returned 358 hits'. A green 'Select All' button is in the top right. Three contact cards are displayed: Gary Chen (Head of Greater China, Tel (Mobile): +86 13953286860), Chloe Kelly (CSR Coordinator), and Michelle Cooper (Claims Executive- Mediterranean, Tel (Mobile): +44 784 243 8053). Each card has a selection checkbox. Gary Chen's checkbox is checked and highlighted with a red box. A dark blue banner at the bottom of the results section displays '1 person selected' with a person icon. Below this banner are two buttons: 'Save to My Favourites' (green) and 'Add to Contacts List' (white with a dark border).

You can save individuals, or groups of people simply by selecting multiple people at once before adding to favourites.

This screenshot shows the same NorthStandard 'People Search' interface as the previous one, but with the result of saving a contact. The search results section still shows 'Search results for' and 'Your search returned 358 hits'. The 'Select All' button is still present. The three contact cards are the same. Gary Chen's checkbox is now checked and highlighted with a green box. The dark blue banner at the bottom now displays '1 person saved to My Favourites' with a person icon. Below this banner, the 'Save to My Favourites' button is now green and contains a checkmark, while the 'Add to Contacts List' button remains white with a dark border.

How do I create and manage contact lists?

Contact Lists have been set up to allow you to create bespoke lists of people, whom you may need wider team contact details for, for example Asia Pac Loss Prevention Team, Greek Claims Team, Coastal & Inland Underwriting.

Once logged into a NorthStandard account, you can create a new Contacts List via your dashboard, or directly from our people area. You can create and save as many contacts lists as you need.

If you're creating from our people, simply select the group / individuals you'd like to add to a contacts list.

Note: you can use the filters to bring back a wider team and then 'select all' saving you from manually selecting larger teams.

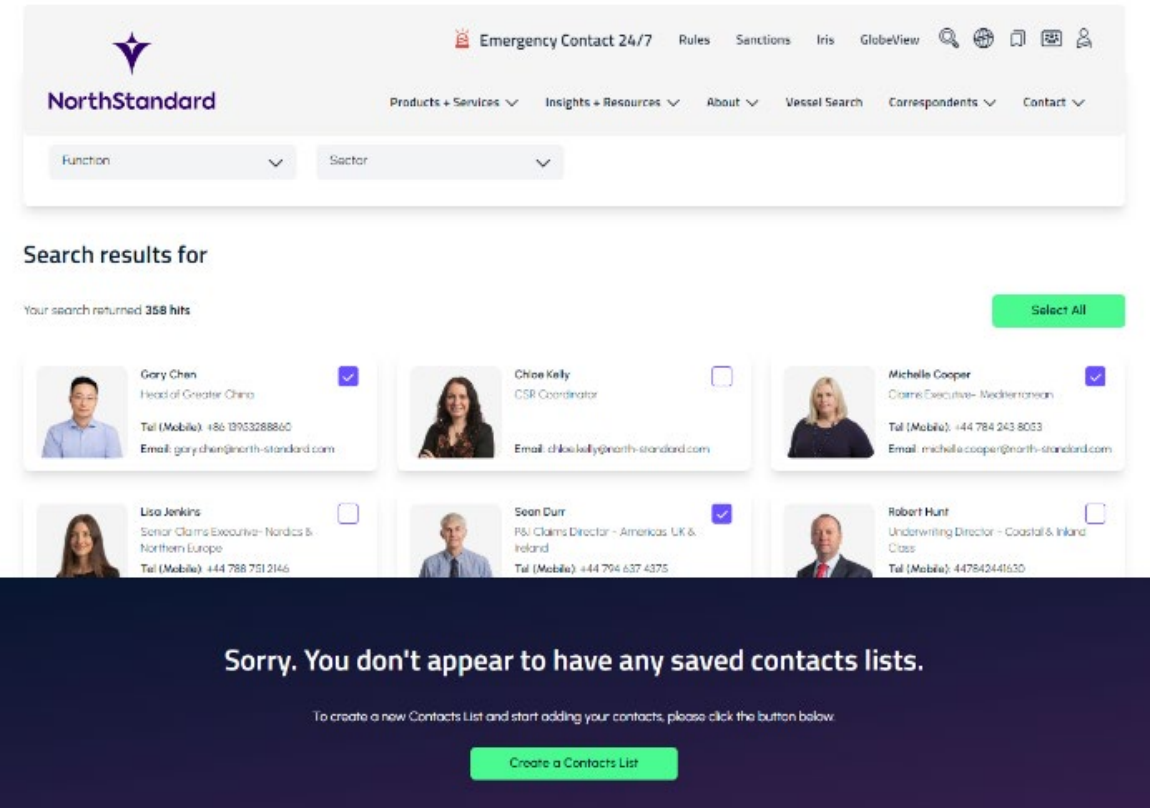
Click add to contacts list.

The screenshot shows the NorthStandard web application interface. At the top, there's a navigation bar with the NorthStandard logo and various menu items: Emergency Contact 24/7, Rules, Sanctions, Iris, GlobeView, and icons for search, documents, and user profile. Below this is a secondary navigation bar with links: Products + Services, Insights + Resources, About, Vessel Search, Correspondents, and Contact. A filter bar below the navigation has 'Function' and 'Sector' dropdown menus, both highlighted with a red box. The main content area is titled 'Search results for' and shows 'Your search returned 358 hits'. A green 'Select All' button is highlighted with a red box. Below the search results, there are six person cards arranged in a 2x3 grid. Each card displays a profile picture, name, title, and contact information (Tel (Mobile) and Email). Checkmarks in the top right corner of each card indicate selection status: Gary Chen, Michelle Cooper, and Sean Durr are selected (checked), while Chloe Kelly, Lisa Jenkins, and Robert Hunt are not (unchecked). At the bottom of the page, a dark blue banner shows '3 people selected' with a group of three people icon. Below this banner are two buttons: 'Save to My Favourites' and 'Add to Contacts List'.

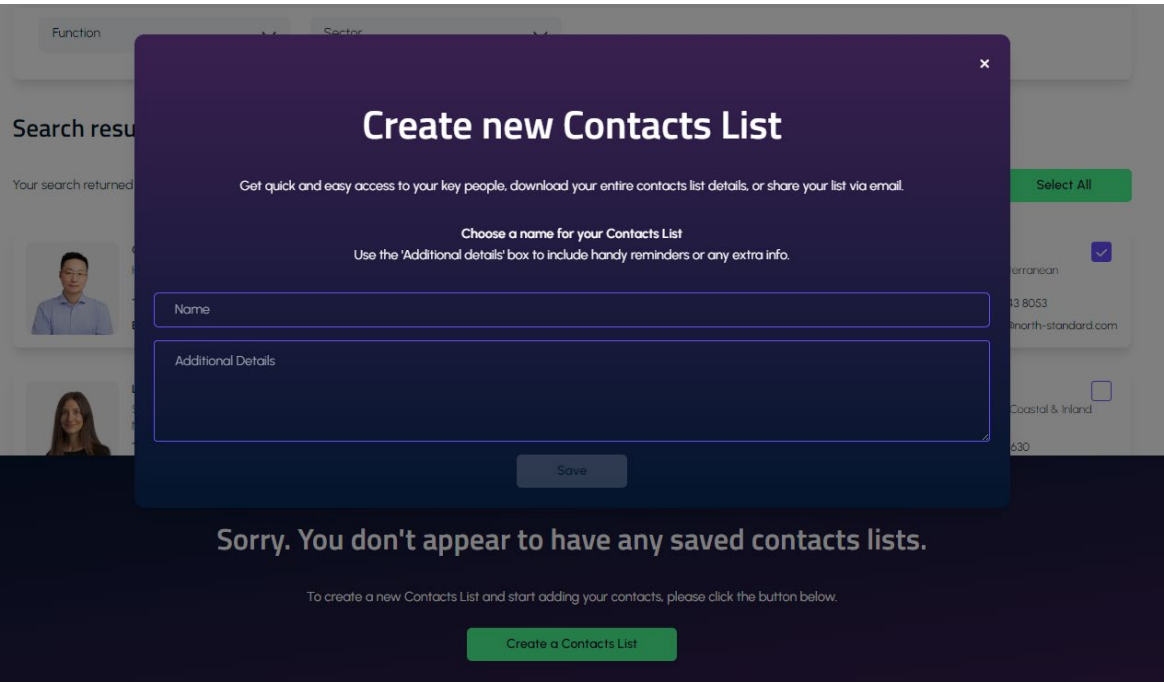
Name	Title	Selection Status
Gary Chen	Head of Greater China	Selected
Chloe Kelly	CSR Coordinator	Not Selected
Michelle Cooper	Claims Executive- Mediterranean	Selected
Lisa Jenkins	Senior Claims Executive- Nordics & Northern Europe	Not Selected
Sean Durr	P&I Claims Director - Americas, UK & Ireland	Selected
Robert Hunt	Underwriting Director - Coastal & Inland Class	Not Selected

NorthStandard’s Digital Experience FAQs

If you do not have a contact list set up in your dashboard area, you will be prompted to create one.



Name this something relevant and memorable.




NorthStandard’s Digital Experience FAQs

Once named, select the new contact list from the dropdown.

Search results for

Your search returned 358 hits

Select All




Gary Chen

Head of Greater China

Tel (Mobile): +86 13953288860

Email: gary.chen@north-standard.com

☒




Chloe Kelly

CSR Coordinator

Email: chloe.kelly@north-standard.com

☐




Michelle Cooper

Claims Executive- Mediterranean

Tel (Mobile): +44 784 243 8053

Email: michelle.cooper@north-standard.com

☒




Lisa Jenkins

Senior Claims Executive- Nordics & Northern Europe

Tel (Mobile): +44 788 751 2146

☐




Sean Durr

P&I Claims Director - Americas, UK & Ireland

Tel (Mobile): +44 794 637 4375

☒




Robert Hunt

Underwriting Director - Coastal & Inland Class

Tel (Mobile): 44784244630

☐

 Add People to Contacts List

Select Contacts List

Save


To create a new Contacts List, please click [here](#)

Once added, you can select Save and this will be added to your **Products and Contacts** and **Insights and Resources** dashboards.

Search results for

Your search returned 358 hits

Select All




Gary Chen

Head of Greater China

Tel (Mobile): +86 13953288860

Email: gary.chen@north-standard.com

☒




Chloe Kelly

CSR Coordinator

Email: chloe.kelly@north-standard.com

☐




Michelle Cooper

Claims Executive- Mediterranean

Tel (Mobile): +44 784 243 8053

Email: michelle.cooper@north-standard.com

☒




Lisa Jenkins

Senior Claims Executive- Nordics & Northern Europe

Tel (Mobile): +44 788 751 2146

☐




Sean Durr

P&I Claims Director - Americas, UK & Ireland

Tel (Mobile): +44 794 637 4375

☒




Robert Hunt

Underwriting Director - Coastal & Inland Class

Tel (Mobile): 44784244630

☐

 Add People to Contacts List

Select Contacts List

Save

Select Contacts List

Contact List

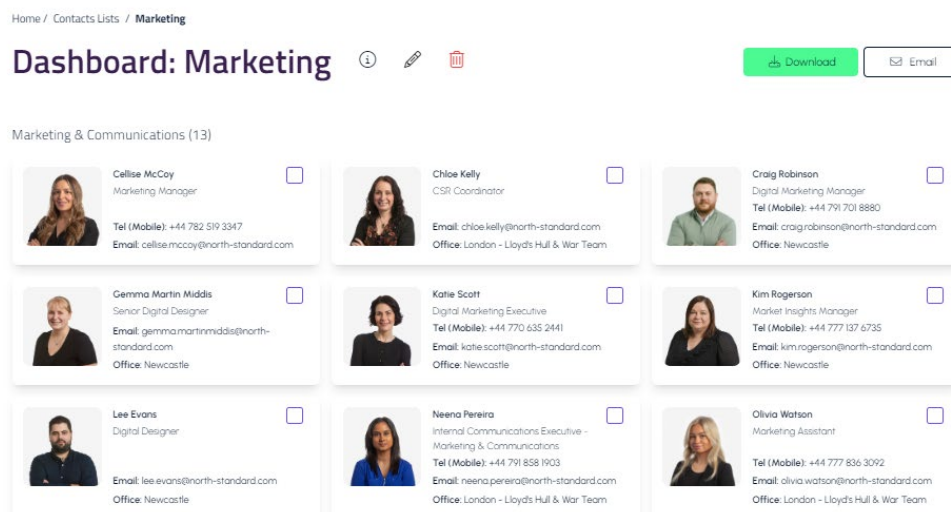
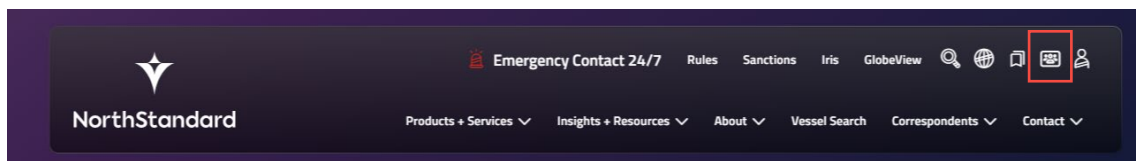
[use click here](#)

FAQs NorthStandard website and digital platforms

north-standard.com 35

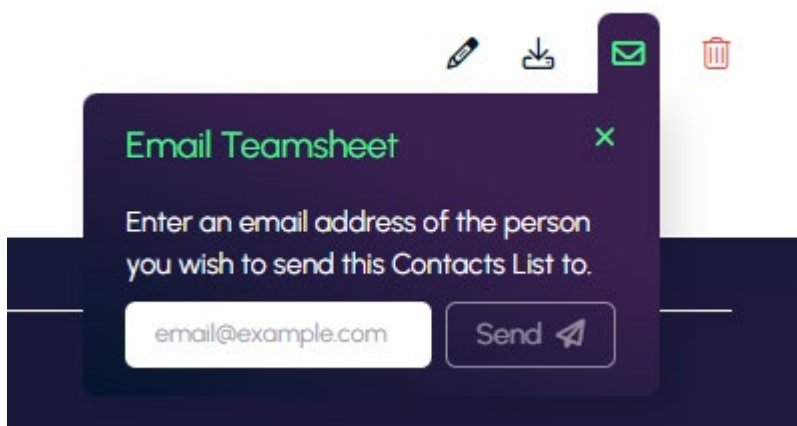
NorthStandard's Digital Experience FAQs

You can also access and manage all your contact lists from the icon in the top nav:



How do I share contact lists via email?

You can easily share contact lists (teamsheets) via email, from your Contacts List area with your dashboard. Simply click on the list you wish to share and press the envelope icon; this will open a pop up for you to type in the email address you wish to send this list to.



How do I download a contact list?

You can easily download contact lists (teamsheets) in a handy PDF format, from your Contacts List area with your dashboard. Simply click on the list you wish to share and press the down arrow icon; this will automatically start the PDF download.



Can I save contacts directly to Outlook?

Individual contacts can be added to Outlook through downloading a v-card through individual profiles.

The NorthStandard App

What is the new NorthStandard App?

Our new NorthStandard app provides quick access to key information including:

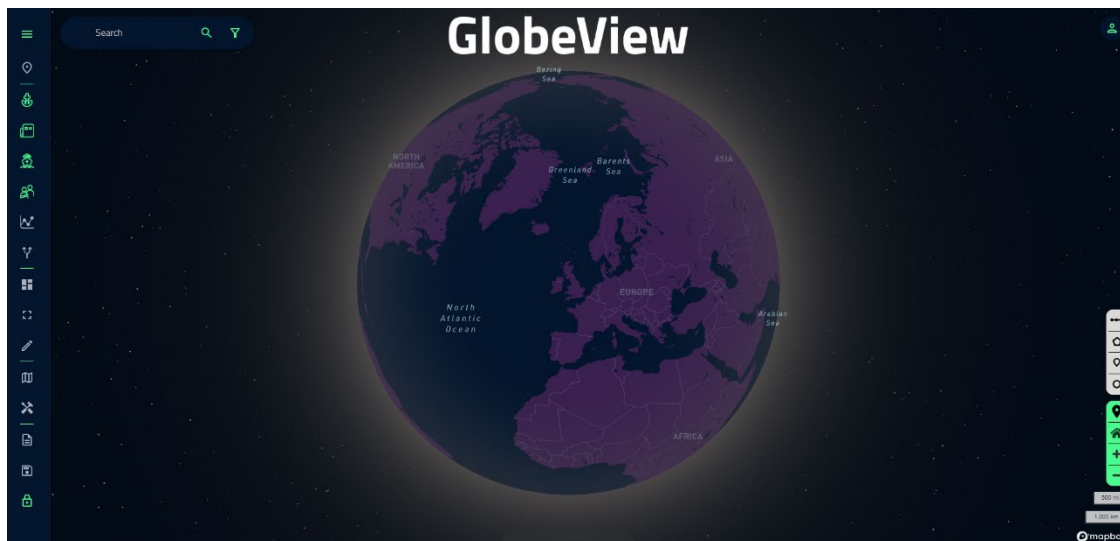
- Contacts (logged in users can access their favourites and contacts lists)
- Vessel search
- Correspondents search
- Rule books
- Emergency contact details

The app works with or without a signal, even displaying results when you're offline. Results are synched up to the last day that your app was online and once a connection is re-established, the app will resync with the most recent data.

How do I access the NorthStandard app?

Head to northstandard.com/northstandard-app for full details and instructions.

GlobeView - a new consolidated maritime intelligence platform



What is GlobeView?

Recognising the critical need for timely and accurate maritime information, our updated maritime intelligence platform GlobeView, offers easy access to comprehensive insights to help users navigate potential threats on a global scale and plan voyages with greater confidence. You can also gain a deeper understanding of threats through Risk Intelligence's assessments on terrorism, piracy, stowaways, theft, and more for all major countries, ports, and sea areas.

What's included in GlobeView?

Access loss prevention insights, plus essential data layers, tools, and reporting functions for a deeper understanding of potential threats – including terrorism, piracy, stowaways, theft - and ports to assist in voyage planning.

The new consolidated platform is more intuitive and responsive. It is easier to use and to access associated data layers, tools, and reporting requirements.

Additionally, through Risk Intelligence's threat assessments, members can deep dive into key threat information relating to terrorism, piracy, theft, stowaways and more, for all countries and major ports.

Although not an exhaustive list, our latest platform provides:

- Easy access via your NorthStandard account login.
- Interactive voyage and route planning to highlight potential hazards.
- Exclusive access to Risk Intelligence port and threat assessments.
- Detailed sanctions advice.
- VPS fuel insights.
- Real-time maritime incident reports, travel advice, weather updates.
- The latest industry news and articles

NorthStandard's Digital Experience FAQs

- Detailed port information from the World Port Index.
- Immediate access to our network of global correspondents.

As part of our continued investment in these platforms, we're always reviewing potential tools, resources and data sets to include to ensure GlobeView remains useful for our audiences.

Do I need to log in to access GlobeView?

GlobeView has two tiers of access:

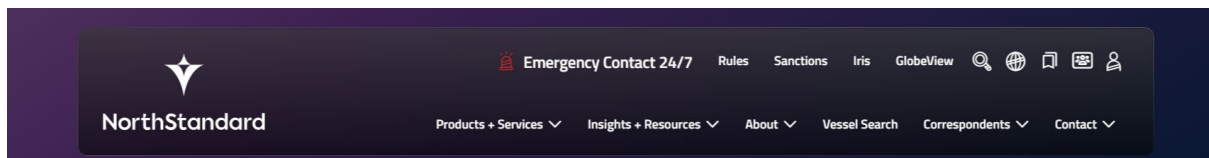
- A free version, offering limited access to data layers for those without a NorthStandard account.
- A logged in version, through your NorthStandard account, which offers a much wider range of data sets, tools and resources. NorthStandard accounts are available for members, brokers, customers and correspondents.

Does this version of GlobeView replace MyGlobeView, Route Risk Advice and Standard Foresight?

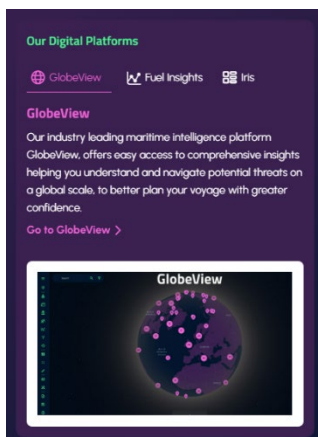
Following your feedback, we've taken the best of our award-winning MyGlobeView, Route Risk Advice and Standard Foresight platforms to create our new consolidated, dedicated maritime intelligence platform, GlobeView. Our new platform consolidates and replaces our legacy platforms, taking the best features and functionality

Where do I access the maritime intelligence platforms?

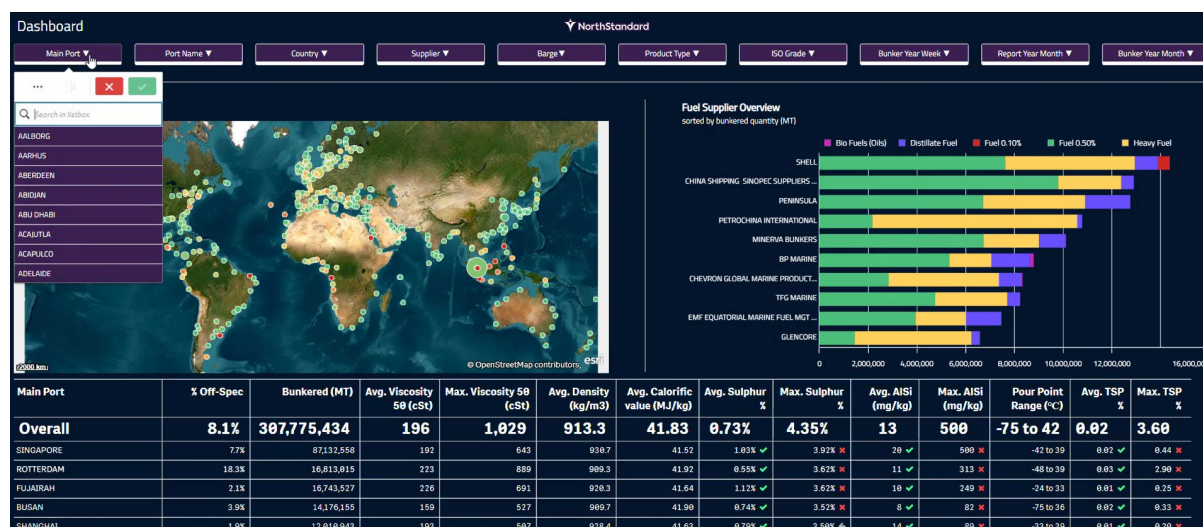
GlobeView is easily accessible via the main navigation.



GlobeView is also accessible from your dashboard area within your NorthStandard Account, located in 'Our Digital Platforms'.



Fuel Insights, powered by VPS



What is Fuel Insights?

We have partnered with VPS, the market-leading marine fuel testing and inspection specialists, to launch Fuel Insights, an exclusive platform for our members and customers. Fuel Insights offers valuable insights based on real-time data from VPS on fuel off-specifications, calorific value, and density differences in all major bunkering ports.

Our Fuel Insights platform supports you in better anticipating risks associated with fuel quality, enabling you to accurately monitor, report and reduce fleet emissions, while improving operational performance.

How do I access Fuel Insights?

Fuel Insights is accessible from your dashboard area within your NorthStandard Account, located in 'Our Digital Platforms'.



Further information

Please get in touch with your usual club contact if you have any queries that are not answered within our FAQs.




NorthStandard

Keep up to date by visiting
north-standard.com

 [@NSMarineIns](https://twitter.com/NSMarineIns)

 [@NorthStandardGroup](https://facebook.com/NorthStandardGroup)

 [NorthStandard](https://linkedin.com/company/NorthStandard)

NorthStandard group incorporates entities, branches and offices worldwide and includes the insurance entities detailed below. For further details on our group please visit north-standard.com. To identify your insurer within NorthStandard please refer to your policy documents or please contact us.

NorthStandard Limited (No. 505456) is registered in England and also trades as Sunderland Marine. Registered Office: 100 The Quayside, Newcastle upon Tyne, NE1 3DU, UK. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

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