

## **GUIDANCE NOTE 01/2013**

### **CONTACTING THE CAYMAN ISLANDS SHIPPING REGISTRY**

**To: OWNERS, MANAGERS AND MASTERS OF CAYMAN ISLANDS SHIPS**

This Guidance Note was previously issued as Shipping Notice 01/2013 and the content remains unchanged.  
A copy of Shipping Notice 01/2013 is attached to, and forms part of, this Guidance Note.

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## SHIPPING NOTICE 01/2013

### CONTACTING THE CAYMAN ISLANDS SHIPPING REGISTRY

**To: OWNERS, MANAGERS, OPERATORS AND MASTERS OF CAYMAN ISLANDS SHIPS (INCLUDING YACHTS).**

#### 1. BACKGROUND

1.1 In order to better serve our clients and to further enhance our ability to respond to written requests the Cayman Islands Shipping Registry (CISR) has recently reviewed the methods and contact details used to communicate with the CISR. The purpose of this notice is to update clients on the most appropriate way to contact the CISR and to ensure that any query or request is responded to as quickly and efficiently as possible. This Shipping notice does not detail all of the methods to contact the CISR, which can be found via our website at [www.cishipping.com](http://www.cishipping.com), however the main avenues available are detailed.

#### 2. WHO SHOULD YOU CONTACT? (E-MAIL)

2.1 The following table provides examples of the types of queries or requests that are regularly submitted in writing and the email address to which such queries should be directed. In addition where the email address has changed this is indicated

Reason for Communication	Examples	Email address
Request for survey audit or inspection outside of the Americas and Caribbean area.	Survey or inspection requests and any follow up on such requests	<a href="mailto:survey.uk@cishipping.com">survey.uk@cishipping.com</a>
Request for survey audit or inspection inside of the Americas and Caribbean area.	Survey or inspection requests and any follow up on such requests	<a href="mailto:survey.ky@cishipping.com">survey.ky@cishipping.com</a>
Any technical query regarding compliance with Conventions, Rules, Regulations, and questions to the Safety Survey and Inspection Section outside of the Americas and Caribbean area	Reporting of any technical failure; SOPEP submission; LRIT issues; Maritime security queries; Requests for exemptions, dispensations, and acceptance of alternative arrangements	<a href="mailto:technical.uk@cishipping.com">technical.uk@cishipping.com</a>

Contacting the CISR by email regarding technical queries and survey requests  
(continued)

Reason for Communication	Examples	Email address
Any technical query regarding compliance with Conventions, Rules, Regulations, and questions to the Safety Survey and Inspection Section within the Americas and Caribbean area.	Reporting of any technical failure; SOPEP submission; LRIT issues; maritime security queries; Requests for exemptions, dispensations, and acceptance of alternative arrangements	<a href="mailto:technical.ky@cishipping.com">technical.ky@cishipping.com</a>
Any query regarding crew compliance issues globally.	Request for Endorsements of CoC or Seaman's Discharge Books; Queries regarding crew qualifications; Applications for MSMD's	<a href="mailto:crew.compliance@cishipping.com">crew.compliance@cishipping.com</a>
Any query relating to Ship Security Alert Systems globally.	For the programming of SSAS and communication regarding live tests	<a href="mailto:SSAS@cishipping.com">SSAS@cishipping.com</a>
Local Representative network. General contact used where a client requires a local response.	First point of contact, administrative functions, assistance in accessing services and general queries.	LONDON <a href="mailto:cisrlondon@cishipping.com">cisrlondon@cishipping.com</a> USA <a href="mailto:cisrfl@cishipping.com">cisrfl@cishipping.com</a> FRANCE <a href="mailto:cisrfr@cishipping.com">cisrfr@cishipping.com</a> GREECE <a href="mailto:cisrgr@cishipping.com">cisrgr@cishipping.com</a> HONG KONG <a href="mailto:cisrhk@cishipping.com">cisrhk@cishipping.com</a> JAPAN <a href="mailto:cisrjp@cishipping.com">cisrjp@cishipping.com</a> SINGAPORE <a href="mailto:cisrsg@cishipping.com">cisrsg@cishipping.com</a>
Any query relating to the Bunkers Convention	Submission of "Blue Cards"; Issue, renewal, and queries regarding Bunkers Certificates	<a href="mailto:bunkers@cishipping.com">bunkers@cishipping.com</a>
Reporting of any accident, incident, casualty, or Port State Control (PSC) actions.	Submission of accident or casualty reports, reporting any PSC detention or actions	<a href="mailto:reporting@cishipping.com">reporting@cishipping.com</a>
The point of contact for crew complaints and contractual queries; Any queries regarding the Maritime Labour Convention (MLC), 2006 and crew issues for vessels anywhere in the world	Queries (other than inspection requests) regarding the MLC 2006 and any complaints or queries regarding contracts or other crew issues	<a href="mailto:shipping.master@cishipping.com">shipping.master@cishipping.com</a>
Submissions regarding the Registration of Ships Yachts and Mortgages	Queries regarding Changes to a COBR; Request for a transcript of Registry; Registration of Ships Under Construction; Change of Name; Change of Owner;	<a href="mailto:registration@cishipping.com">registration@cishipping.com</a> LONDON <a href="mailto:CISRLONDON@cishipping.com">CISRLONDON@cishipping.com</a> USA <a href="mailto:CISRFL@cishipping.com">CISRFL@cishipping.com</a> JAPAN <a href="mailto:CISRJP@cishipping.com">CISRJP@cishipping.com</a> SINGAPORE <a href="mailto:CISRSG@cishipping.com">CISRSG@cishipping.com</a>
Queries regarding Accounts, Payments, and Invoicing	Request for a copy of an invoice; Queries regarding a received invoice; Questions regarding payment methods	<a href="mailto:accounts@cishipping.com">accounts@cishipping.com</a>
Queries regarding CI issued publications can be addressed to the following e mail addresses or processed through our web site at <a href="http://www.cishipping.com">www.cishipping.com</a>		<a href="mailto:orders@cishipping.com">orders@cishipping.com</a> <a href="mailto:orders.uk@cishipping.com">orders.uk@cishipping.com</a>
Our HR team are available through		<a href="mailto:human.resources@cishipping.com">human.resources@cishipping.com</a>
Our Client Relationship team are available through		<a href="mailto:cisr@cishipping.com">cisr@cishipping.com</a>
Any freedom of information requests should be forwarded to		<a href="mailto:foi@cishipping.com">foi@cishipping.com</a>

Reason for Communication	Examples	Email address
Electronic reception. General contact used when the appropriate person or department is not known	Questions regarding CI issued publications, first point of contact, and administrative functions in the UK.	<a href="mailto:cisruk@cishipping.com">cisruk@cishipping.com</a>
Electronic reception. General contact used when the appropriate person or department is not known	Questions regarding CI issued publications, first point of contact, and administrative functions in the Cayman Islands.	<a href="mailto:cisrky@cishipping.com">cisrky@cishipping.com</a>

2.2 As a result of the changes detailed above a number of our existing e mail addresses are no longer in use. Any queries or issues which are directed to these email addresses will be forwarded to the appropriate address initially and there is no need to re-submit any correspondence already submitted.

### 3. WHO SHOULD YOU CONTACT (Telephone)

3.1 Whilst the above email addresses are to ensure that any communication is dealt with as quickly and efficiently as possible we fully appreciate that a telephone call can resolve many issues far more readily. The following Table indicates the best way to contact the CISR by Telephone.

Office Location	Opening Times	Function Covered	Telephone Number
George Town (CI) Head Office	0830 – 1700 (Mon – Thurs) 0830 – 1600 (Fri)	Survey Safety & Inspection; Crew Compliance; Registration; Accounts; Shipping Master;	+1 345 949 8831
Southampton (UK)	0830 – 1700 (Mon - Thurs) 0830 – 1600 (Fri)	Survey Safety & Inspection; Crew Compliance; Accounts;	+44 (0) 1489 799 203

All other telephone contact details are available through the “contact us” section of our web site which is available at [www.cishipping.com](http://www.cishipping.com)

4. Telephone queries relating to SSAS alerts should be addressed as follows:

Time	Telephone number	Location
0800 – 1700 UTC	+44 (0) 1489 799 203	European Regional Office UK
1400 – 2200 UTC	+1 345 949 8831	Head Office CI
2200 – 0500 UTC	+1 345 938 1629	Mr Duncan Currie CI
	+1 345 938 1572	Mr John Aune CI
0500 – 0830 UTC	+44 (0) 7824 302 502	Mr Richie Blake UK
	+44 (0) 7827 301 568	Mr Angus McLean UK

Where the office opening times crossover regarding vessels in the Americas please contact the Cayman Islands Head Office on +1 345 949 8831; and for queries relating to vessel in other parts of the world please contact the European Regional Office on +44 1489 799 203.

During weekends and public holidays the primary telephone numbers will provide the contact details for the duty officer.