



CESAM

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**2015 Annual activity summary report of the “Networks Unit” -
CESAM External Relations Department**

I- COMMITTEE’S MEETINGS

Reminder:

Five CESAM steering committees follow five different networks activities and deal with issues in connection with surveyors or average agents.

Committees meet regularly or on an *ad hoc* basis. The Commission Technique et Consultative des Réseaux (CTCR) - meaning Technical and Advisory Commission for Networks - (for average agents) work in the presence of a SIACI (SIACI SAINT HONORE) - a French broker - and UCAMAT (Union des courtiers d'assurance maritime et transports) representative.

2015 Main issues:

The CTCR worked in detail on the possibilities to launch a bidding process (tender procedure) to replace French average agents when they cease their activities.

Furthermore, the CTCR has been notified of other committees 'works including Inland carriage surveyors technical standards to build up the certification project. This project has been followed by a dedicated group.

2015 Meetings:

Committees and sub-groups met 15 times.

Average Agents' Committee	March	September		
Surveyors for goods in Transit's Committee	January	March	June	November
Fishing Craft Surveyors 'Committee	January	April		
Inland Boat Surveyors' Committee	February	October		
Pleasure Craft Surveyors' Committee	February	June	October	
Working Group on Pleasure Crafts' Pre-Insurance	January	March		

II- SPECIFIC ISSUES ON NETWORKS

- 1- Pleasure Craft Surveyors' Committee has initiated the update of Pleasure Crafts' pre-insurance's reports that continued in 2015. Pre-insurance report has been discussed between a group of surveyors recommended by CESAM and firms who mainly appoint them. The standard report's final version will be delivered on April 2016 to be used during the year. This report is an optional document that can be offered as a model to the benefit of Pleasure Craft Surveyors, when they intervene, in order to conduct a risk analysis and pleasure craft's valuation.
- 2- Surveyors 'Steering Committee for goods in transit, as part of a subgroup dedicated to that topic, has pursued the study of transports expertise's certification. This working group, composed of FNTR's (Fédération Nationale des Transports Routiers – meaning Road Transports' National Federation) and AUTF's (Association des Utilisateurs de Transport de Fret- meaning Freight Transports' Users ' Association) representatives and two surveyors recommended by CESAM, has jointly worked with CNPP(Centre National de Prévention et de Protection – an association in charge of risk prevention and management in security fields) in order to establish the certification standard – see the project attached-. This process could be launched in 2016 with a first exam in November 2016.
- 3- The content of average agents' activity standard report has been slightly restructured. Now, it presents a request on the value of assessed damages, in order to identify the nature of assessments done by average agents (frequency and intensity).

Automatic registration of data sent by surveyors and average agents in the annual report regarding their contact details on CESAM website could not be realized in 2015 but it will be included in information technology's developments program in 2016.

- 4- Participation in the FANAF (Fédération des Sociétés d'Assurances de Droit National Africain – meaning African Insurance Companies ' Federation) Madagascar –February 2015
CESAM participation in the FANAF promotes CESAM's networks to African insurers and enhances CESAM's visibility.
CESAM visited the local average agent, CEM-M, when it participated to the annual FANAF conference held in 2015 in ANTANANARIVE.
Since M.RAKOTOSON passed away, discussion has arisen between M.RAKOTOSON's family, firm's shareholder, and M. Zoé RAZAFINDRAFAHATRA, holder in person of CESAM's recommendation.
He decided to create his own firm and informed CESAM of this change.
Those surveyor's activities are steady and apparently without difficulties.
A CESAM datasheet on Madagascar has been created after this visit. (See attached).
- 5- The presentation of networks on websites was amended.
In addition to information on each item that can be found on the basis of the different standard's criteria (address, city, name, specialty), CESAM's website has been complemented by a possible research with position's location on maps in a Google type presentation.
It enables a better distance analysis between surveyor's or average agent's location and damage's location or the place where goods have to be assessed.
- 6- A web-based online application enables to look for surveyors or average agents and to send a message directly from a cell phone.

III- FOLLOW-UP OF ACTIVITIES

1- Number of missions treated from 2013 to 2015 included is in the table below.

Years	2013	2014	2015 (to April 4h 2016)
Average agents	13200	13945	13158 (179 forms out of 242 are received)
Pleasure Craft Surveyors	6195	5774	6029 (60 forms out of 66 are received)
Surveyors for goods in Transit	7461	6522	5631 (54 forms out of 63 are received)
Fishing Craft Surveyor	801	825	902 (18 forms out of 24 are received)
Inland Waterways Surveyor	1 264	1 340	1 413 (27 forms out of 30 received)
TOTAL	28 921	28 406	27 133

For the first time in the 2015 annual report, average agents have indicated the amount of appraised damages in Euro on behalf of French market. Reactions are incomplete but provide a starting point that could be improved in the following annual reports.

2015 Damages estimation in € On April 4 th 2016			
	Number of forms	Amounts	Number of missions
Hull	131	18 585 261€	2 458
Cargo	109	36 382 475€	8 250

IV-OTHER WORKS FOLLOWED BY CESAM EXTERNAL RELATIONS DEPARTMENT

- Attendance at the “Commission Nationale de la Sécurité de la Navigation de Plaisance” (meaning: National Committee for recreational boating security) monthly meetings.
- Exceptional participation in the think tank « Observatoire des pratiques frauduleuses » ALFA (Agence pour la lutte contre la fraude à l’assurance – meaning Agency fighting insurance fraud)
- Implementation of a formation/information day “Pleasure Craft” on Pleasure crafts safety rules at the FFSA on 10th June 2015 as part of compulsory professional formation for certified Pleasure Craft Surveyors.
- Participation in the review processes for Pleasure Craft Certification and follow-up of general certification works (Comité Particulier pour la Certification des Experts (CPCE) –meaning Committee for experts ‘certification - within CNPP of which CESAM is member).
- Providing “December 2015 Pleasure Craft Fair and information meeting for Pleasure Craft Surveyors’ new certifications at this occasion.

- Update on cargo import compulsory insurance. The project discussed within CTCR is to create an access code for CESAM designed members who could access to the detail of legal texts for each country using this obligation. For the time being, CESAM answers to numerous requests from insured persons and brokers on such topics.

Meetings on the creation of a “THEFT Pleasure Craft” file within FFSA in the presence of ARGOS (an Economic Interest Group of French insurers in charge of compensation for stolen vehicles) and GEMA (Groupement des Entreprises Mutuelles d’Assurance – meaning: Union for mutual insurance companies) have been discontinued and no decision has been taken related to a THEFT Pleasure Craft file’s follow-up and implementation.

At this stage, CESAM keeps on spreading theft pleasure craft’s received notices upon request of surveyors and member insurance companies (17 in 2015).

However, CESAM succeeded to organize a meeting between a specialized unit of gendarmerie devoted to stolen pleasure crafts ‘ research and the Committee of Pleasure Craft Surveyors with the help and support of GENERALI (See meeting report 10/20/2015)

V- PARTICULAR DIFFICULTIES MET BY SURVEYORS AND/OR AVERAGE AGENTS and TRACKING TOOLS

Other issues have been particularly followed by CESAM External Relations Department.

- 1- Further to legal difficulties met by the average agent in Pointe Noire, Gabon, in July 2014, office’s efficiency has settled down and a new team is working.

Some transmission of reports has been delayed but the average agent is now operational.

COMISAV began to restructure all the different average agents throughout the region (CAMEROUN, CONGO, CENTRAL AFRICAN REPUBLIC, GABON, TCHAD, EQUATORIAL GUINEA).

- 2- Further to M DUVIVIER ‘s resignation – Martinique office

A bidding process, which legal conditions benefited from a consultation of Maître DONNEDIEU de VABRES – Cabinet JEANTET- will be decided in order to provide this average agent position in the following months.

- 3- Numerous claims from average agents deal with the late payment of fees.

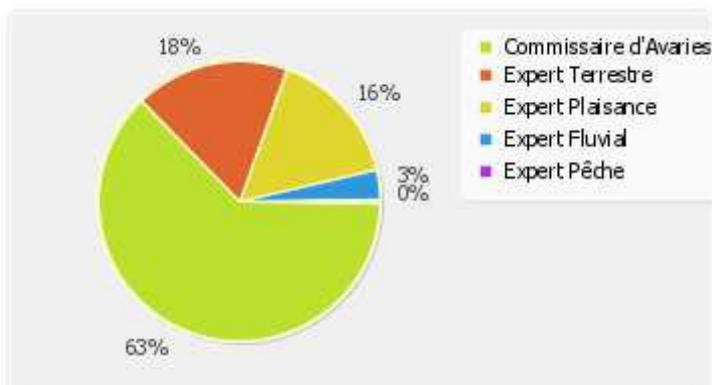
Most of the time, insurance intermediaries entrust missions – or average agents who outsource missions – but wait to be paid before supporting the bill due to average agent’s intervention.

Furthermore, bidding process could be extended for all replacements and/or creation of additional average agents posts on the French and/or overseas territories under control of CTCR.

- 4- GOOGLE traceability tool, used by CESAM since the end of 2013, to analyze the number of request of surveyors and/or average agents on CESAM website shows a measured and steady progress of position’s consultation.

Samples of results from 03.28.2016 to 04.04.2016 : 1 week

- On all networks:



- By positions:

Total of the results displayed during the period : 58432	
List of the 50 most displayed experts	
870-BRAEMAR870-BRAEMAR TECHNICAL SERVICES (OFFSHORE) SHANGHAI PTE LTD	121
504-INTERTEK TESTING SERVICES HONG KONG LTD	121
1245-MARSOLLE Steeve	119
422-EVRARD Charles	117
88-HUATAI SURVEYORS AND ADJUSTERS COMPANY	117
91-HUATAI SURVEYORS AND ADJUSTERS COMPANY	117
557-Voir HONK HONG	116
89-HUATAI SURVEYORS AND ADJUSTERS COMPANY	116
90-HUATAI SURVEYORS AND ADJUSTERS COMPANY	116
1094-LAVENANT Philippe	116
93-HUATAI SURVEYORS AND ADJUSTERS COMPANY	116
224-BOSSE Philippe	116
1238-POIREY Eric	114
1128-VOUGIER Pierre-Marie	114

Other sample: Counting of visits per Internet user on Abidjan position on three years (deployment of the tool on December 3rd)

Start	End	Number of visits
02 12 2013	02 18 2014	404
02 12 2014	02 18 2015	2675
02 18 2015	02 18 2016	3182

In the long term, those results will have to be used more systematically in the context of this report and be spread to positions recommended by CESAM.

Attachments :

- [Inland cargo 'surveyors standard knowledge for certification \(in French\)](#)
- [Madagascar Information Sheet \(in French\)](#)