



Standard
Club

By your side

My Standard Club

User guide



Contents

This User Guide is intended as a training manual for users who are not familiar with the My Standard Club portal.

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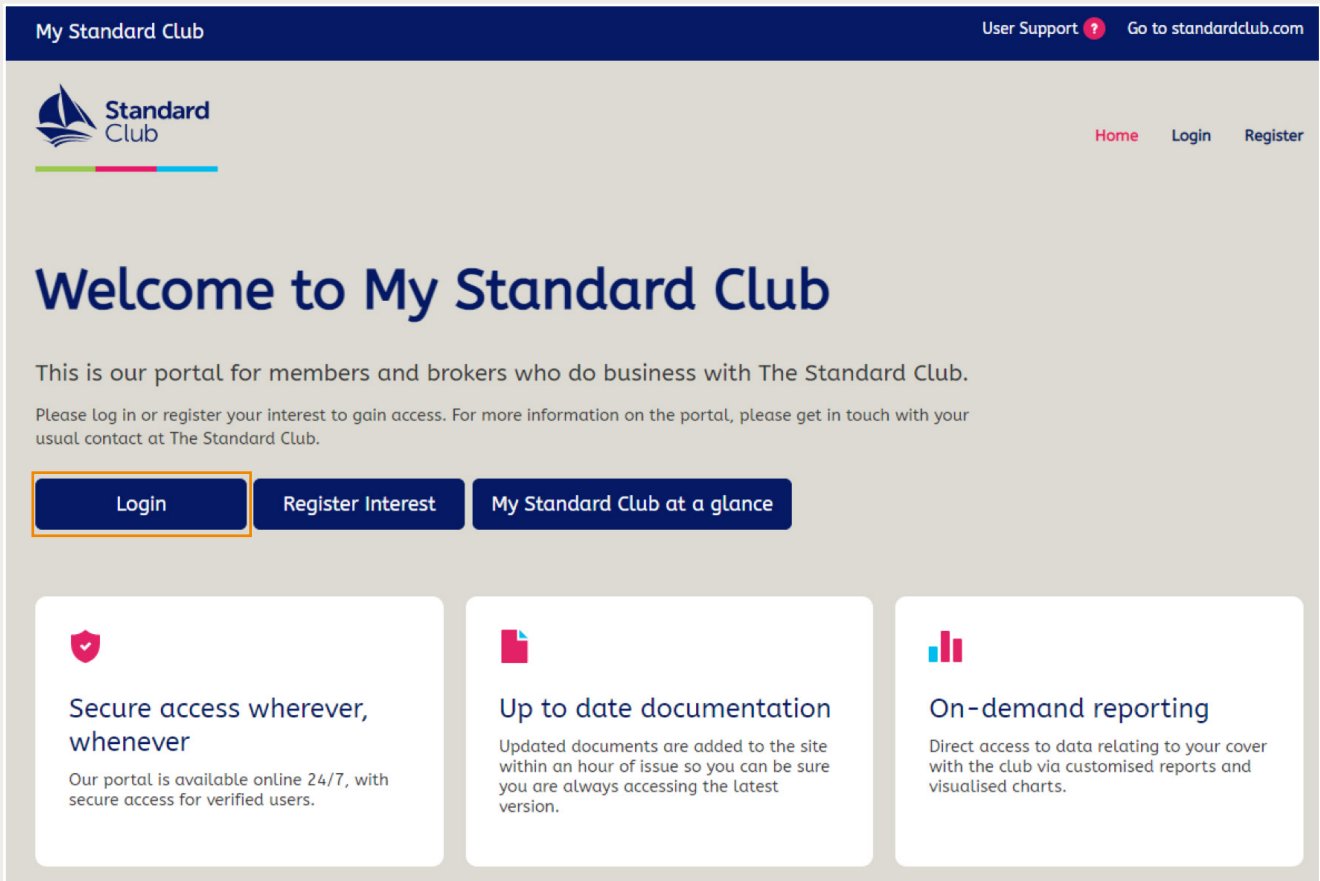


1. How to log in once you have registered

Visit <https://my.standardclub.com/> and click Log In.

Enter your username and password, and click Sign in.

Note: The username and password are case sensitive.



Forgotten password

If you have forgotten your password, click 'Can't access your account?' on the login page. Enter your user name (your email address) and the captcha code, and click Next. The My Standard Club application will then send an email to your registered email address.

Please follow the instructions in the email to restore the password.

Log in FAQs

1. *I do not know my user login, what do I need to do?*

- Send an email to the My Standard Club portal administration team.
The email address is My.StandardClub@standardclub.com.

2. *Which browsers are compatible with My Standard Club?*

My Standard Club Portal is compatible with following browsers:

- Chrome – Version 54.0 and above
- Internet Explorer – Version 11.0 and above
- Microsoft Edge – Version 16.0 and above
- Safari – Version 11.0 and above

3. *What are the requirements for creating / maintaining my My Standard Club password?*

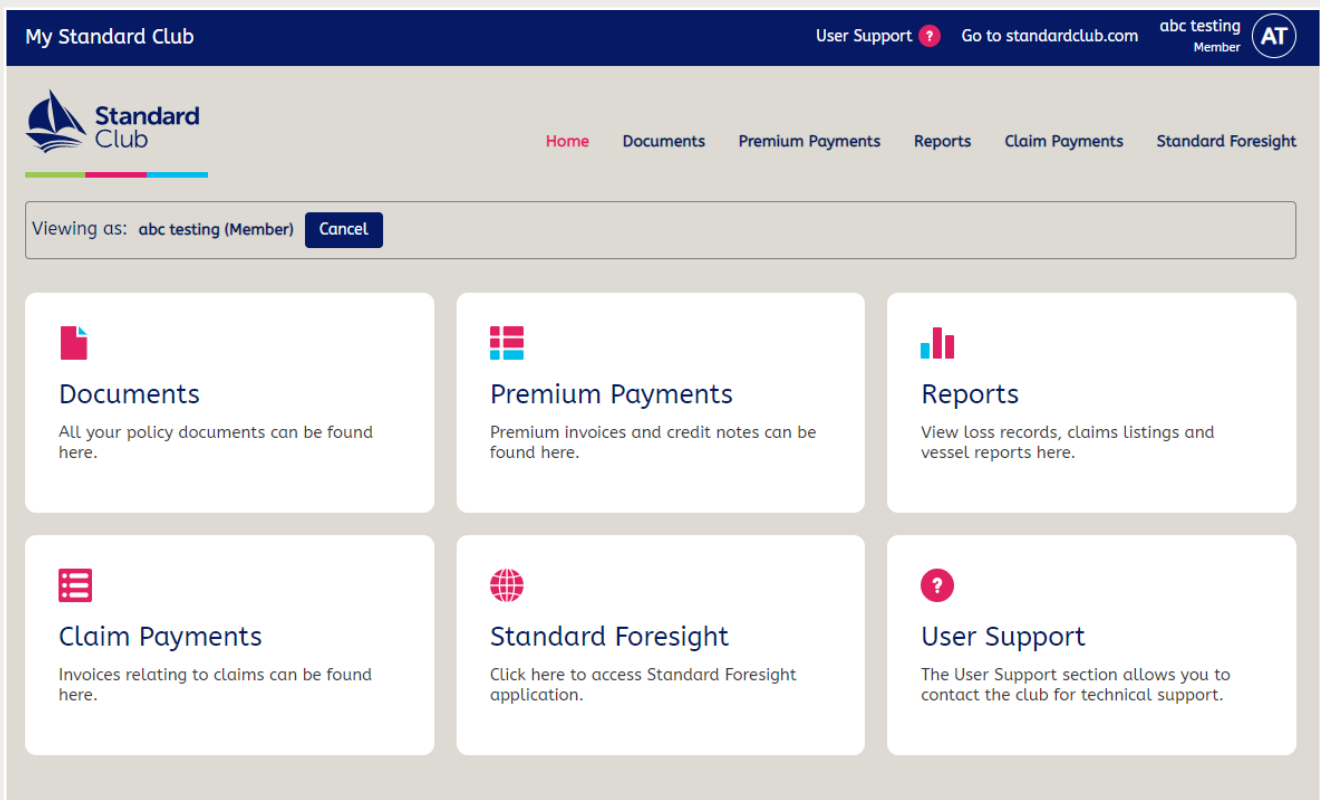
- The minimum password length is 8 characters.
- The password must contain both letters and digits.
- We recommend you change your password every ninety days.
- Your new password must be different from your previous 3 passwords.
- The maximum number of login attempts is 3. If you enter the wrong password 3 times, you have to wait 15 minutes before you try again.
- You can order a password reset by clicking the ‘*Can’t access your account?*’ link on the login page.

2. Terms and Conditions

This page shows the terms and conditions that you agreed to when registering for access to My Standard Club. You can review these at any time. If the terms and conditions are amended, you will automatically be asked to accept these again as a condition of accessing the site.

3. Homepage

After a successful login, the application opens the Homepage of the My Standard Club portal.



The screenshot displays the My Standard Club homepage. At the top, a dark blue navigation bar includes the 'My Standard Club' logo on the left and 'User Support', 'Go to standardclub.com', and 'abc testing Member AT' on the right. Below this is a secondary navigation bar with links for 'Home', 'Documents', 'Premium Payments', 'Reports', 'Claim Payments', and 'Standard Foresight'. A user profile box indicates the user is logged in as 'abc testing (Member)' with a 'Cancel' button. The main content area is a grid of six white cards, each with an icon and a brief description of the service: 'Documents' (policy documents), 'Premium Payments' (invoices and credit notes), 'Reports' (loss records, claims listings, vessel reports), 'Claim Payments' (invoices relating to claims), 'Standard Foresight' (access to application), and 'User Support' (technical support contact).

Whilst navigating the site, you can always reach the homepage by clicking on the house icon located on the left side of the blue navigation bar.

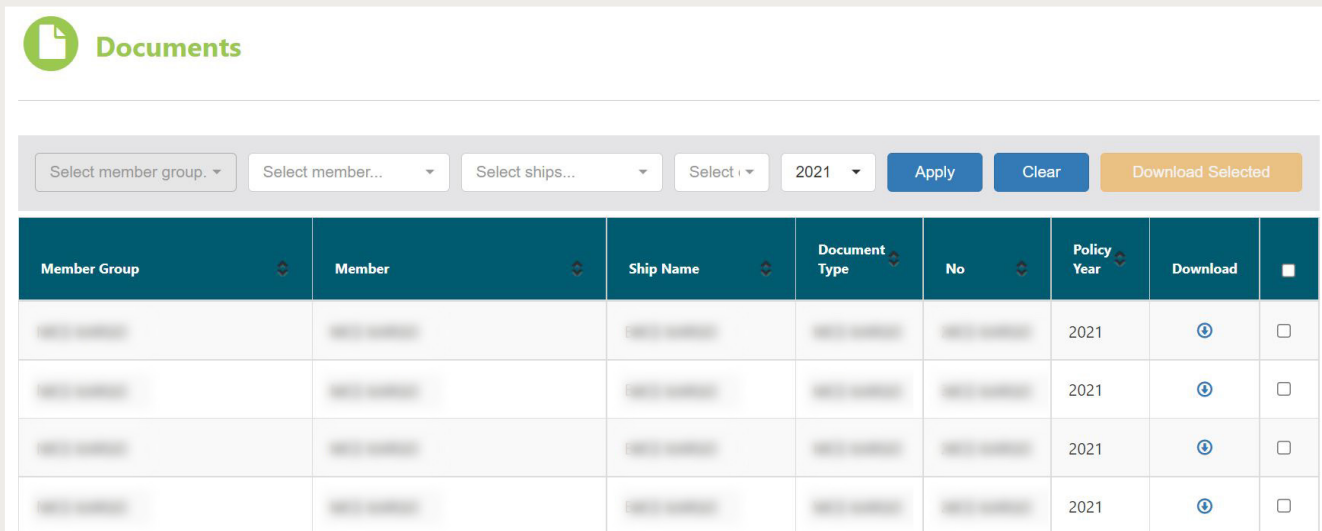
Your Details

Your name is displayed in the blue box on the top right-hand corner of the screen. By clicking this box, you can check the companies linked to your account and type of account (Member or Broker).

4. Documents

Members can find all the documents relating to their organisation's cover with The Standard Club, from the 2018 policy year onwards, by clicking the green Documents tile. Brokers can view all the documents for their clients where the broking company is party to the agreement between the club and the member.

You can quickly find the information you are looking for by using the filter controls at the top of the page.



The screenshot shows the 'Documents' page interface. At the top left is a green document icon and the word 'Documents'. Below this is a filter bar with several dropdown menus: 'Select member group.', 'Select member...', 'Select ships...', and 'Select'. To the right of these are buttons for 'Apply', 'Clear', and 'Download Selected'. Below the filter bar is a table with the following columns: 'Member Group', 'Member', 'Ship Name', 'Document Type', 'No', 'Policy Year', 'Download', and a checkbox column. The table contains four rows of data, all with a 'Policy Year' of 2021. Each row has a download icon and a checkbox.

Member Group	Member	Ship Name	Document Type	No	Policy Year	Download	
					2021		<input type="checkbox"/>
					2021		<input type="checkbox"/>
					2021		<input type="checkbox"/>
					2021		<input type="checkbox"/>

Accessing the Documents as a member:

- If your login has access to multiple Member Groups, you will see all associated Member documents and can filter the results by the Member Group and Member filters.

Accessing the Documents as a broker:

- If your login has access to multiple Broker Offices, you will be prompted to select a Broker Office before documents will be displayed. You will see all documents for clients of the selected office.

Using the filters:

- You can choose one or more filters to narrow down the results.
- Members can filter by Member Group, Member, Ship, Document Type and Policy Year.
- Brokers can filter by Broker Office, Member Group, Ship, Document Type and Policy Year.
- You can select more than one option to search within the Ship and Document Type column.
- Selecting a filter does not automatically update the table of results. You must click the Apply button to view the results.
- If you want to perform a different search, click on the Clear button to clear the records.
- You can sort within each column by clicking on the up or down arrow in the column headings. This will display the records in either ascending or descending order.

Viewing and Downloading documents:

- If you want to view any document, click on the Download arrow sign which will open a new tab where you can view, download/save or print the document.
- More than one document can be downloaded at a time by selecting the check boxes against each document and clicking on the Download Selected button. This will download a zip file to your device containing all selected documents. You can download a maximum of fifty documents at a time.

5. Premium Payments

Members that have a direct relationship with The Standard Club can find all their debit and credit notes for their organisation by clicking the green Premium Payments tile. Brokers can view all debit and credit notes for their clients where the broking company is party to the agreement between the club and the member. This section works in the same way as the [Documents](#) section.

My Standard Club User Support ? Go to standardclub.com Aimee Cavill Broker AC

Standard Club Home

Premium Payments

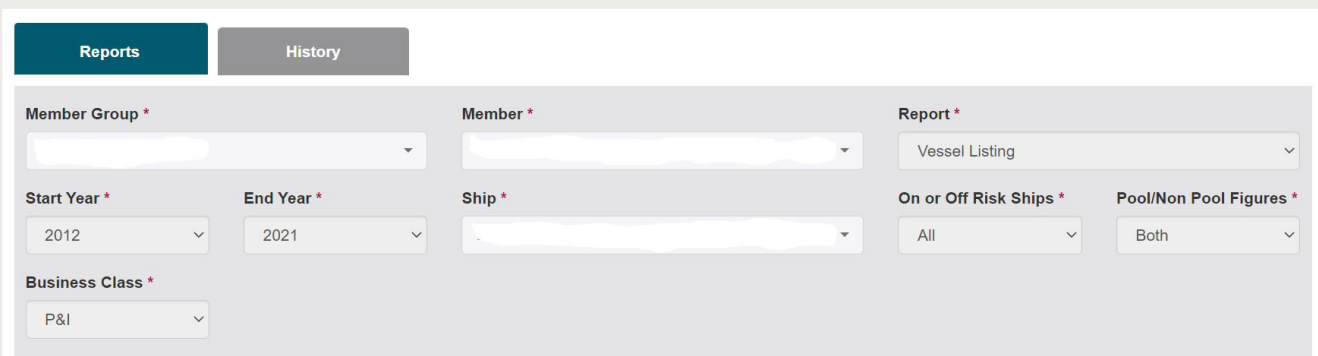
Select member... Select ships... Select 2022 Apply Clear Download Selected

Broker	Member	Ship Name	Premium Type	No	Policy Year	Download	
					2022	⬇	<input type="checkbox"/>
					2022	⬇	<input type="checkbox"/>
					2022	⬇	<input type="checkbox"/>

6. Reports

Member and broker users may be granted access to the Reports page which is accessible via the pink Reports tile. Within this section, users will be able to run, view and download a series of reports and charts which display data relating to their relationship with The Standard Club.

Access to the Reports tile is granted by the club portal administration team and depends on the type of entry you have with the club. If you wish to have access to Reports, please contact the portal administration team on My.StandardClub@standardclub.com.



The screenshot shows the 'Reports' section of a user interface. At the top, there are two tabs: 'Reports' (active) and 'History'. Below the tabs is a filter panel with the following fields:

- Member Group ***: A dropdown menu.
- Member ***: A dropdown menu.
- Report ***: A dropdown menu with 'Vessel Listing' selected.
- Start Year ***: A dropdown menu with '2012' selected.
- End Year ***: A dropdown menu with '2021' selected.
- Ship ***: A dropdown menu.
- On or Off Risk Ships ***: A dropdown menu with 'All' selected.
- Pool/Non Pool Figures ***: A dropdown menu with 'Both' selected.
- Business Class ***: A dropdown menu with 'P&I' selected.

The reports listed below can be run within the portal. Not all reports will be available for all users; the specific reports available depend on the cover a member has with The Standard Club. All reports are configurable using the available parameters.

- **Vessel Listing** – a list of vessels which are/have been on risk with the club, relevant to the member selected.
- **Claim Listing** – a breakdown of all the open and/or closed claims relating to the member selected. This includes a brief summary of the claim and the paid/estimated amount
- **Mutual P&I Record** – a snapshot of the member’s premium, claims and loss ratios relating to their P&I cover. The record includes vessel numbers entered, tonnage entered, premiums paid, overheads and claims.
- **Freight, Demurrage & Defence Record** – a snapshot of the member’s premium, claims and loss ratios relating to their FDD cover. The record includes vessel numbers entered, tonnage entered, premiums paid, overheads and claims.
- **Fixed Premium Record** – a snapshot of the member’s premium, claims and loss ratios relating to their fixed premium cover. The record includes vessel numbers entered, tonnage entered, premiums paid, overheads and claims.

The charts listed below can be run within the portal, providing a visualised summary of a member's claims. Charts are configurable by Business Class and Policy Year.

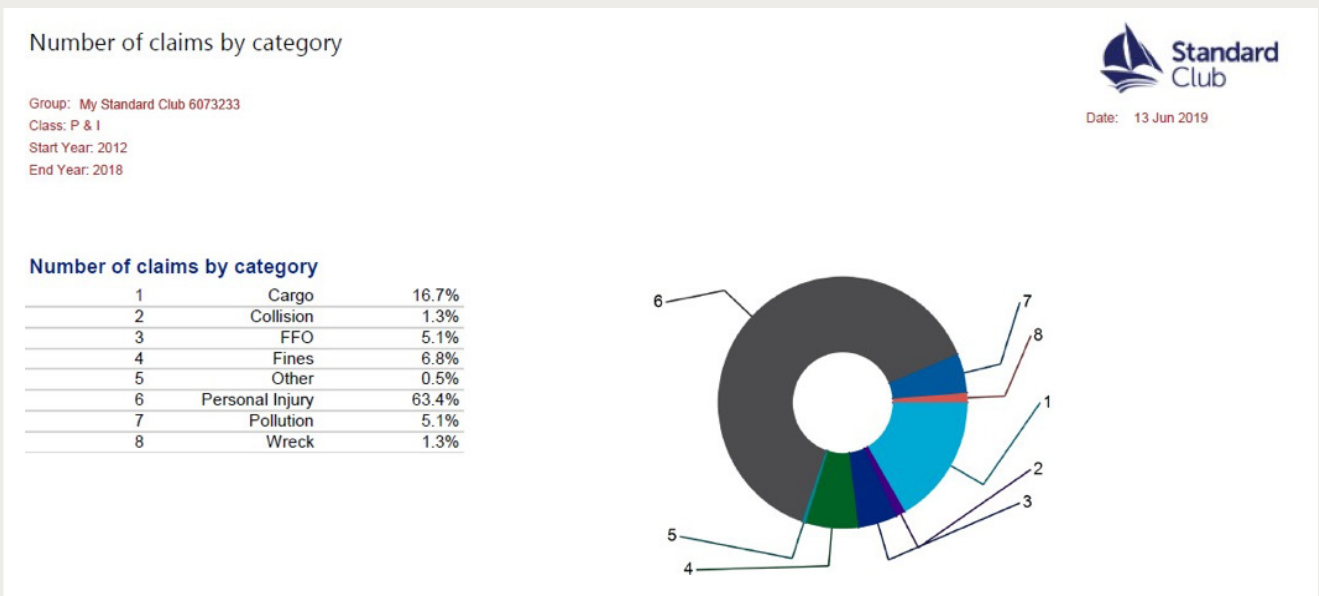
Total Value and Number of Claims

A double axis bar/line chart summarising total value and total count of claims by policy year for the member selected.



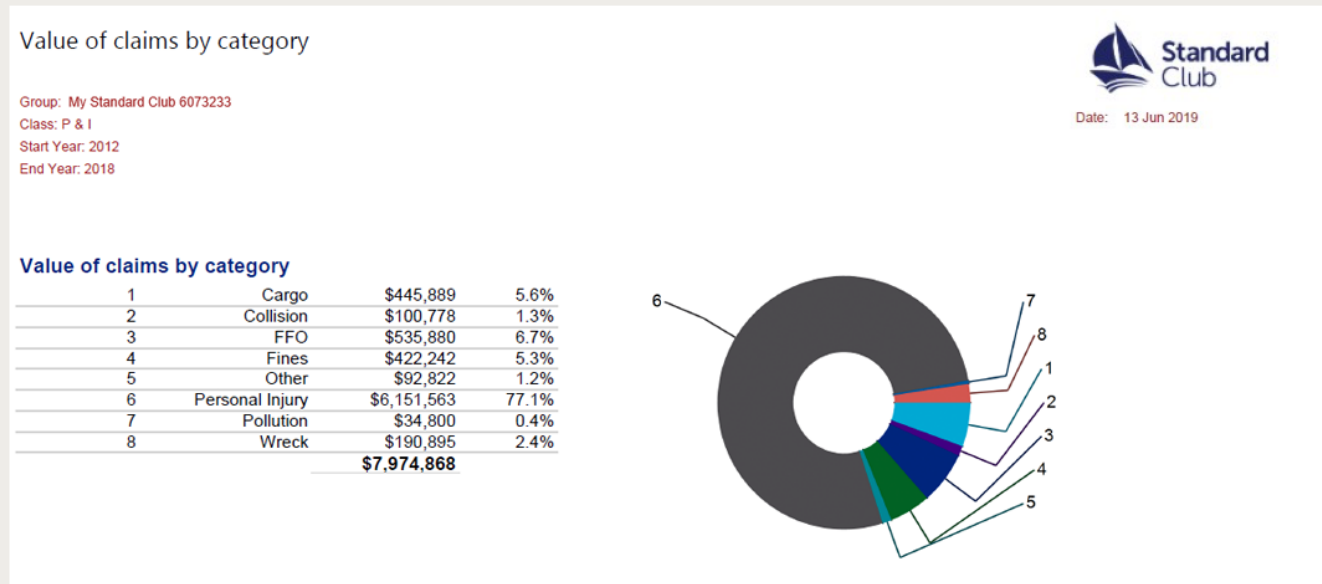
Number of Claims by Category

A doughnut chart summarising the count of claims broken down by category.



Value of Claims by Category

A doughnut chart summarising the value of claims broken down by category.



Note: The figures in the claims listings are slightly different to the figures in the claims visualisation charts for several reasons to do with the way the club manages data. If you have any queries, please ask your usual club contact.

Field Descriptions

Listed below are descriptions of the parameters available for users to customise their report output. Not all parameters are available on all reports/charts; options change based on report/chart selected.

- **Broker** - only available to users linked to brokers. It provides a dropdown of the broker offices to which a user is linked. Users can select one office at a time.
- **Member Group** - only available to users linked to certain members. It provides a dropdown of the member group(s) to which a user is linked. Users can select one member group at a time.
- **Member** - available to member and broker users. It provides a dropdown of the members to which the user has access, either because they are linked via the relevant member or member group or the current primary broker.
- **Start Year** - the opening policy year in the time period for which the report is required, selected from a rolling six-year period to the current year.
- **End Year** - the closing policy year in the time period for which the report is required, selected from a rolling six-year period to the current year. To run a report for one policy year, the same year should be selected for both start and end year fields.
- **Ship** - a dropdown of all ships linked to cover bought by the member group/member(s) available. Users can select one or multiple ships at a time.
- **On or Off Risk Ships** - users can choose whether they wish to see the report for ships on risk with the club only, off risk only, or for all ships.
- **Pool/Non-Pool Figures** - users can choose whether they wish to see the report for pooled (ie mutual) business, non-pooled business, or both.
- **Display Output Grouped by** - users can choose to have reports grouped by policy year, or by member.
- **Business Class** - users can select either P&I or Defence (FD&D), depending on the class(es) of cover bought from the club.
- **Open or Closed Claims** - users can choose whether to run reports for open claims, closed claims, or all claims.

After running a report, the results will be displayed below the field data. You can download the report in Excel (Vessel and Claims Listing only) or PDF format.

The 'Data last refreshed' date identifies the time and date that data last updated. The date displayed adjusts automatically to your local time. Data relating to reports is updated twice per day. Data relating to charts is updated once per day.

Report History

This page displays a list of all reports and associated parameters that you have previously run. You can re-run these reports with today's data by clicking the green play icon or download a copy of a previous report by clicking the blue download icon.

Reports		History										Refresh	
Date	Report Type	Member Group	Member	Start Year	End Year	Ship	On or Off Risk Ships	Pool / Non-Pool Figures	Display Output Grouped By	Business Class	Open or Closed Claims	Re-run	Download
14/04/2021 15:24	Claim Listing			2017	2021		All	Both	Policy Year	Defence	All	▶	⬇
14/04/2021 15:22	Claim Listing			2017	2021		All	Both	Policy Year	P&I	All	▶	⬇
14/04/2021 15:20	Claim Listing			2019	2021		All	Both	Policy Year	P&I	All	▶	⬇
01/02/2021 11:05	Claim Listing			2014	2020		All	Both	Policy Year	P&I	All	▶	⬇
01/02/2021 11:02	Claim Listing			2014	2020		All	Both	Policy Year	P&I	All	▶	⬇

Troubleshooting error messages for reports:

- **“The report parameters used are invalid”**
 - This message will be shown if the user tries to run a report using parameters that they don't have access to.
- **“There are no reports available for the parameters specified”**
 - This message is shown if there is not enough information supplied for a report to be executed. For example, if the user selects start and end years of 2012 but the ship they selected is only available in 2018 then the ship they selected will be filtered out, and thus, not available.
- **“No data available for selected parameters”**
 - This message is shown if a report is run, but it returns a 'blank' report with no data; this will happen if, for instance, you select a business class option for which you don't have cover with the club.

7. Claim Payments

Debit notes relating to claims can be accessed by clicking the light blue Claim Payments tile. This page displays both paid and outstanding deductibles and recoveries raised on claims from 28/11/2016.

This section works in the same way for members and brokers as the [Documents](#) and [Claim Payments](#) pages.

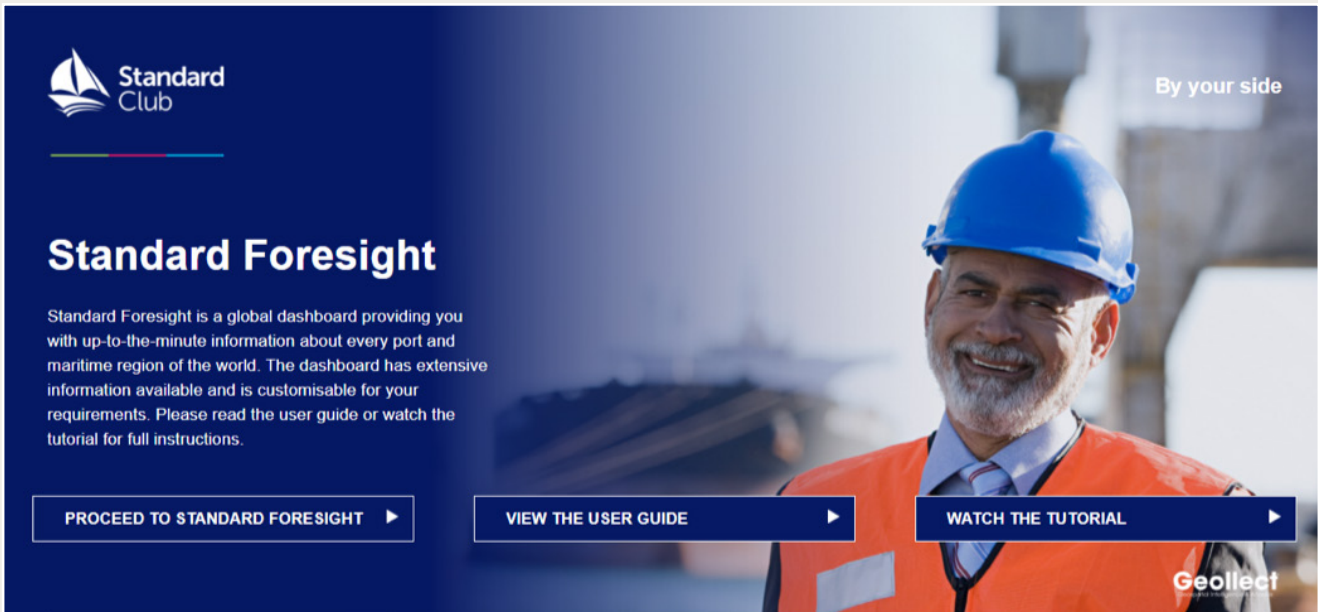
Member Group	Member	Claim	Claim Status	Policy Year	Ship Name	Invoice Type	Date Raised	Payment Status	Document ID	
			Open	2021		Recovery	10/05/2021	Paid		<input type="checkbox"/>
			Open	2021		Deductible	05/05/2021	Paid		<input type="checkbox"/>
			Open	2020		Recovery	21/01/2021	Paid		<input type="checkbox"/>
			Closed	2020		Recovery	26/11/2020	Paid		<input type="checkbox"/>

Using the filters:

- Members can filter by Member Group, Member, Ship, Claim Number, Claim Status, Invoice Type, Invoice Date and Payment Status.
- Brokers can filter by Broker Office, Member, Ship, Claim Number, Claim Status, Invoice Type, Invoice Date and Payment Status.
- You can select more than one option to search within the Ship and Claim Number columns.

8. Standard Foresight

'Standard Foresight' is an additional value added service accessed via 'My Standard Club', a dynamic online platform that is aimed mainly at risk management staff for our members providing real-time, location-specific loss prevention and maritime intelligence information. More information can be found in our Standard Foresight user guide.



The banner features the Standard Club logo in the top left and a smiling man in a blue hard hat and orange safety vest on the right. The text 'By your side' is in the top right. The main heading 'Standard Foresight' is in large white font. Below it, a paragraph describes the service as a global dashboard for port and maritime regions. At the bottom, three buttons are provided: 'PROCEED TO STANDARD FORESIGHT', 'VIEW THE USER GUIDE', and 'WATCH THE TUTORIAL'. The Geollect logo is in the bottom right corner.

Standard Club

By your side

Standard Foresight

Standard Foresight is a global dashboard providing you with up-to-the-minute information about every port and maritime region of the world. The dashboard has extensive information available and is customisable for your requirements. Please read the user guide or watch the tutorial for full instructions.

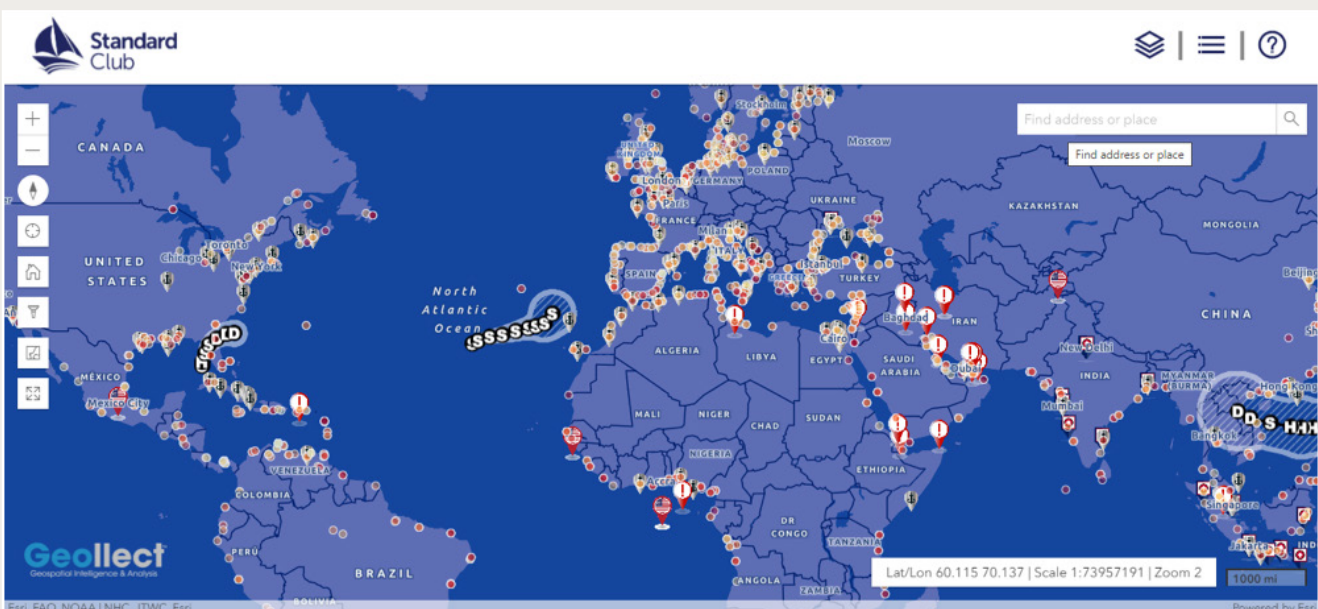
[PROCEED TO STANDARD FORESIGHT](#) ▶

[VIEW THE USER GUIDE](#) ▶

[WATCH THE TUTORIAL](#) ▶

Geollect

Click on the links to view the Standard Foresight user guide, watch the video tutorial, or proceed to the dashboard.



The screenshot shows a world map interface with various icons and search bars. The map is overlaid with numerous red and orange markers, likely representing risk or intelligence data points. The interface includes a search bar at the top right, a sidebar with navigation icons on the left, and a footer with the Geollect logo and map data.

Standard Club

Find address or place

Find address or place

Geollect

Geospatial Intelligence & Analysis

Esri, FAO, NOAA | NHC, JTWC, Esri

Powered by Esri

Lat/Lon 60.115 70.137 | Scale 1:73957191 | Zoom 2

1000 mi

9. User Support

The User Support section allows you to contact the club for technical support.

My Standard Club

User Support ? Go to standardclub.com AAA AAA Member AA

Standard Club Home

Viewing as: AAA AAA (Member) Cancel

User Support

Please download our user guide which contains information on how to use My Standard Club, and frequently asked questions. If you can't find what you are looking for, or your problem persists, please contact our technical support team, who will get in touch with you to resolve the issue.

[Download User Guide](#) [Download Standard Foresight User Guide](#)

Contact us for Technical Support

First Name

Last Name

Issue Type

Issue Description

Send

First Name and Last Name are auto populated from your log in details.

Please select an Issue Type from the dropdown list. You also have the option to type in a brief summary of the problem you have encountered in the Issue Description box.

Once you click on the Send button, you will receive an email confirming that your request has been received (including a copy of your query), and a member of the portal administration team will be in touch with you as soon as possible.

10. Back to main site

The Back to main site button allows you to navigate back to The Standard Club website.

11. How to log out of My Standard Club

To securely log out of My Standard Club, select the orange box with your name located in the top right-hand corner of the screen and click the 'Sign out' link.

Note: after 20-minutes of inactivity you will automatically be logged out.

Keep up to date by visiting the Knowledge Centre section on our website [standardclub.com](https://www.standardclub.com)

 @StandardPandi

 @StandardClubPandi

 The Standard P&I Club

Standard Club is comprised of the entities listed below. To identify your insurer within Standard Club please refer to your policy documents for the relevant policy year or please contact us. To best serve customers, Standard Club uses international correspondents, which may be another entity within Standard Club.

The Standard Club Ltd, incorporated in Bermuda (No. 1837), authorised and regulated by the Bermuda Monetary Authority, Managers: Standard Club Management (Bermuda) Limited, incorporated in Bermuda (No. 56069). Registered addresses: Swan Building, 3rd Floor, 26 Victoria Street, Hamilton HM 12. The Standard Club Asia Ltd, is a company incorporated in Singapore with limited liability (No. 199703224R), authorised and regulated by the Monetary Authority of Singapore. Managers: Standard Club Management (Asia) PTE. Limited, incorporated in Singapore (No. 199703244C). Registered addresses: 140 Cecil Street, #16-03/04 PIL Building, Singapore 069540. The Standard Club Asia Ltd (Hong Kong Branch), registered in Hong Kong (No. F0024636), authorised and regulated by the Hong Kong Insurance Authority (F24636). Managers: Standard Club Management (Asia) PTE. Limited (Hong Kong Branch), registered in Hong Kong (No. F0024645). Registered addresses: Suite A, 29/F 633 Kings Road, Quarry Bay, Hong Kong. The Standard Club Ireland DAC, incorporated in Ireland (No. 631911), authorised and regulated by the Central Bank of Ireland (C182196). Managers: Standard Club Management (Europe) Limited, incorporated in Ireland (No. 630355), authorised and regulated by the Central Bank of Ireland (C184973). Registered addresses: Fitzwilliam Hall, Fitzwilliam Place, Dublin 2. The Standard Club Ireland DAC (UK Branch), registered in the UK (No. BR021960), deemed authorised by the Prudential Regulation Authority, subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority (FRN 833593). Managers: Standard Club Management (Europe) Limited (UK Branch), registered in the UK (No. BR021929), deemed authorised and regulated by the Financial Conduct Authority (FRN 202805). Registered address: The Minster Building, 21 Mincing Lane, London, EC3R 7AG. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website. The Standard Club UK Ltd, incorporated in the UK (No. 00017864), authorised and regulated by the Prudential Regulation Authority & Financial Conduct Authority (FRN 202805). Registered address: The Minster Building, 21 Mincing Lane, London, EC3R 7AG. Managers: Standard Club Management (Europe) Limited (UK Branch), registered in the UK (No. BR021929), deemed authorised and regulated by the Financial Conduct Authority (FRN 848125). Registered addresses: The Minster Building, 21 Mincing Lane, London, EC3R 7AG. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website. The following offices provide claims services for Standard Club: Standard Club Management (Americas), Inc., incorporated in the United States (Connecticut) (No. 4050326). Registered address: 180 Maiden Lane, Suite 6A, New York NY10038; Standard Club Management (Europe) Limited (Greek Branch), Law 27/1975 Branch Office, Status Building B, Areos 2A, 166 71 Vouliagmeni, Athens, Greece; and Standard Club Management (Bermuda) Limited (Japan Branch), registered in Japan (No: 0100-03-034516). Registered address: 6th Floor Takebashi Bldg, 2-1-8, Kanda Nishiki-cho, Chiyoda-ku, Tokyo 101-0054 Japan.

June 2022