



The Unspoken Role of the Cargo Surveyor

Diplomacy in the Claims Process

Beyond "Eyes and Ears"
Effective Communication



Order from Chaos

Instruction Lands: Minimal information - maximum urgency

First Telecon: Sensing ... Foreboding

A Flurry: notice/ protest, joint invitations, cargo available?

Jigsaw Puzzle: Few pieces & no guiding picture

Communication as Exposure

The Pivot: from disengaged observer to exposed communicator

Wrong Meaning: "Not" - How a single typo reverses intent

Eyes and Ears: Observation and Findings

Two Known Roles: Investigator and Reporter

The Surveyor's Third Role: Communicator

important emails catch a blessing



The Surveyor as Diplomat

Encyclopaedia Britannica's definition reworked

Diplomacy is the **art of conducting investigations, and managing relationships,**
between parties through dialogue.

It is the **primary tool to advance an insurer's interests, by limiting disputes and
fostering cooperation.**

Obtaining Information by limiting disputes and fostering cooperation

The Reframe: Managing relationships during investigations

What is the actual Goal?

What is Insurer's Interests? Insurer's Real Interest?

What is Insurer's Real Interest?

A quality survey report from a thorough investigation

The Investigator

Insurer's Foreknowledge: influences surveyor's appointment

Insurer's Expectations: a sufficiently comprehensive knowledge of the claim

The investigator hopes to deliver such a report

Investigator has **multiple questions that need answering**

To what end? to writing a good survey report



Case Study

1 Degree Overturns R50 Million

The Cargo: 145-ton MIV superload valued at R50 million EXW

The exposure? How long is a piece of string?

The Math: An 85.5mm loading offset on a 3.5m wide deck

The Stability Angle: Modular trailer stability width (561mm) vs. overall deck width

The Causation: road crossfalls of average 8 degrees
vs modular trailer stability angle of 8 degrees (minus 1 degree)

Key Finding: The 85.5mm offset had a massive impact when measured against the *modular trailer's 561mm stability width* — more than 1° effect on stability angle

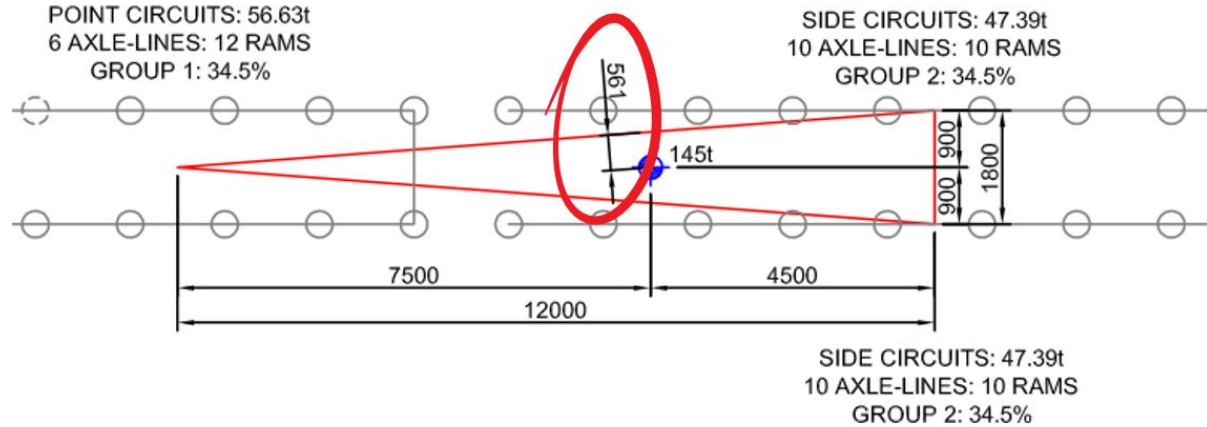








16 AXLE-LINE, 2 FILE GOLDHOFER CONVENTIONAL TRAILER
3-POINT SUSPENSION (INDICATED WEIGHTS EXCL. TRAILER WEIGHT)





Case Study: Navigating the National Claims Crisis

The Crisis: Cargo owner threatens a disruptive rejection

Boundaries? Forwarding agent appointment - not the cargo owner

The Strategy: Active listening, respect, empathy, and sound advice
based on good investigations and quality report

The Payoff: Millions in further costs mitigated

MIV successfully installed

"It was the perfect fall. If ever it had to have fallen, it could not have fallen in a better position."

Confidence built on rigorous investigation + well constructed report

Respect for the crisis = successful intervention







Cargo owner's career of learning vs the surveyor's minutes to assimilate

The Target: comprehend volumes of information

Separate the chaff from the wheat

and construct a meaningful report – a useful report

Hoped Result: understand the malting process – acrospire???

make a finding of pre-shipment loss

Adapt or Die

Surveying in the AI Era

Limits?

AI is a powerful, operator-dependent tool — not a replacement (not yet?)

Can AI ...

Read the tension in a room?

Distinguish fear from deceit?

Preserve relationships while pressing a point?

Know when *not* to send the email?

Can AI bless that email?