

## From Accident to Cash Payout in 4 Weeks

Being involved in a high speed accident in a ski boat is a traumatic event in itself. But when the ownership of the boat is shared between three families, that's the time when the quality of the boat insurance policy really counts.



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Nautilus Marine customers in Tasmania were the proud owners of a fully imported Malibu Wakesetter ski boat. Purchased as a new boat in 2005, the Malibu was stored at Meadowbank, north of Hobart, and used by each of the three families to access and use for family skiing.

Early on a Saturday morning, the boat was being driven up the lake when the driver lost concentration and side swiped a rock wall. Gladly no-one was injured in the accident but the boat was severely damaged down the port side.

Others out early and skiing saw the incident and immediately rendered assistance. With the Malibu slung between two boats it was brought back to the boat ramp and retrieved before it could sink.

With a claim lodged with Nautilus Marine, the owners were expecting to have their boat repaired. Nautilus Marine appointed an assessor who inspected the boat in Hobart.

Based on the assessor's report Nautilus Marine suggested to the owners that the boat should be written off rather than repaired.

"We looked at the extent of damage to the boat, the timeframe to repair and more importantly we listened to the concerns of the repairer. After considering all these factors it was in the best interest of the owners to total loss the boat and pay out the claim," said Mark Crockford of Nautilus Marine.

"The owners could have had the boat repaired and Nautilus Marine would gladly have done so. However, the repairer was concerned that he couldn't put the boat back to its pre-accident condition. The owners accepted our cash settlement."

The entire process from the accident to the cheque being paid was just four weeks.

While the damage to the Malibu may not appear to be too significant, there is a lot of damage that is hidden inside and under the boat. The damage to the port side of the boat requires extensive moulding with a new section of hull to be laid up and then scarfed in. The support structure inside the hull along with sections of the deck have also been severely compromised.

Then there is damage to the mounts on the ski tower, the skeg, rudder and prop are all mangled.

One of the owners of the boat, who prefers to remain anonymous, said that the families who owned the boat were greatly impressed with the service offered by Nautilus Marine.

"We're pretty embarrassed by the accident,' the owner said.

"Initially we would have been happy with a repair to our boat. But the offer from Nautilus Marine to write the boat off and pay us out was a very pleasant and generous offer."

“Nautilus Marine was very professional, understanding and quick about the entire claim process. We’re very happy to insure with Nautilus Marine again when we buy a replacement ski boat.”

Nautilus Marine is a wholly Australian owned insurance agency that operates exclusively in the marine industry, and is underwritten by Lumley General. Nautilus Marine has offices throughout Australia and offers insurance through a comprehensive network of authorised insurance agents.

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