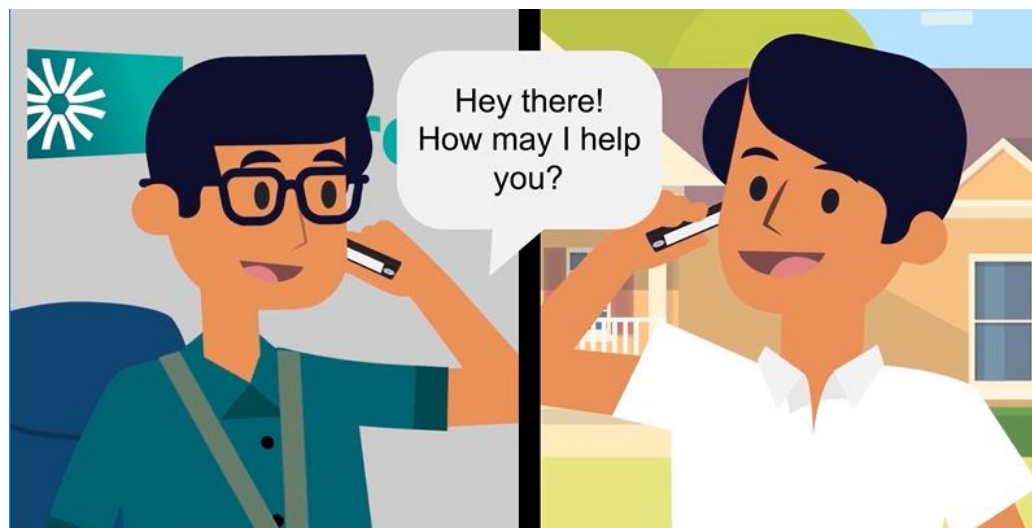


V.Crew Support Centre: Helpline for Seafarers and their Family



COVID-19 is a global pandemic that has placed the entire shipping world in a state of uncertainty, affecting the economy, finances, employment, and both physical and mental health across all geographies and sectors. This impacts the front-liners of the industry: our seafarers and their families.

V. Group has always focused on keeping our seafarers connected and well-informed. In 2019 the company introduced the **V.Crew Support Centre**, a 24x7 global helpdesk for seafarers that responds to seafarer queries from across the globe through various communication channels.

To date, a total of **24,386 seafarers** across the globe have been provided access, giving them the benefit of an enhanced crewing experience, with queries answered promptly and their concerns addressed. From the month of March to May 2020, there have been over **2,300 support tickets** raised and resolved by the V.CSC team in collaboration with their crewing colleagues, with 800+ of these queries related to the COVID-19 situation.



24,300+ seafarers are on the **V.Crew Connect app**



44 seconds, average response time on chat



28 minutes, average response time to email



57% of questions asked were related to COVID



We encourage our seafarers to tell their family about **V. Crew Support Centre** and **V. Crew Support Portal** by forwarding this message to them.

Ask a question or get assistance by contacting V.Crew Support Centre or reach out to the Seafarer Centre in your area for local assistance.



Visit support.vcrew.com

Provides instant answers direct from the web portal using your preferred browser. You can even create and submit tickets on your own.



Chat via **V.Crew Connect** or thru **WhatsApp**



Send instant message via WhatsApp +639175151234



Call **V.Crew Support Hotline**

Brazil +552128462801
India +912268277002
Latvia +37167609385
Philippines +63288589901
Poland +48583251100
Russia +74951335602
Ukraine +380487065730
UK +442031600454



Send email to shelp@vships.com

Send us an email and our team will get back to you directly.

What questions are being asked?

Crew Welfare 71%

- Certificate of Employment
- Documents needed for gov't financial

Assignment Details 17%

- Request for next assignment
- Disembarkation Flight details

Mobilisation 7%

- Checking office availability
- Request for SEA
- Checking medical schedules

Payroll & Others 5%

- Allotment
- Queries on stand-by wage



Online views on the **V.Crew Support portal**, support.vcrew.com, has reached 14,000+ as of May, with 8,800+ of the views on COVID-related articles gathering close to 1000 "likes".

On the portal, seafarers get instant answers to questions, easily submit tickets queries, and have access to the latest company updates giving them assurance that their well-being is a top priority.