



Inmarsat partners with ISWAN to focus on the welfare of superyacht crew

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## **Inmarsat Extends Superyacht Crew Well-Being Commitments with New ISWAN Collaboration**

Inmarsat, the world leader in global, mobile satellite communications, continues to ramp up its response to COVID-19, with additional initiatives to improve superyacht crew wellbeing. These initiatives include further collaboration with ISWAN (International Seafarers' Welfare and Assistance Network) and maritime charities, and the launch of a new chatcard.

As the pandemic has unfolded, the leading maritime satellite service provider

has worked closely with welfare organisation ISWAN and the major maritime charities to ensure that crew stay connected without the burden of additional financial anxiety. Inmarsat is now offering crew access to ISWAN's SeafarerHelp portal and live chat function via the company's new onboard WiFi portal, Fleet Hotspot, as well as continuing to offer free voice phone calls to the service. It also continues to provide satellite phones to Port Chaplains in ports where a number of crew are stranded and have no access to the internet.

SeafarerHelp is ISWAN's free, confidential, multilingual helpline, which offers support and assistance to seafarers and their families around the world. The helpline service is available 24 hours a day, 365 days a year, and seafarers can get in touch via a range of contact methods including Live Chat, e-mail and telephone.

Roger Harris, ISWAN's Executive Director, said: "We are delighted to be working with Inmarsat to bring our helpline service to even more seafarers during this crisis. As you can imagine SeafarerHelp has been extremely busy over the last three months as crew face the impact of being stranded onboard and the loss of employment. Offering free access to SeafarerHelp on Fleet Hotspot will make it easier for crew on board these vessels to access support and assistance wherever they are in the world, day or night."

Inmarsat continues to provide a voice call discount offer to its retail customers using FleetBroadband ChatCard voice services and to wholesale partners offering FleetBroadband voice calls under the legacy Crew Calling 'SQT' brand. In addition, it recently launched its ChatCard services for Fleet Xpress with an introductory discount that will be available until the end of July.

"Inmarsat recognises the unprecedented situation facing seafarers and their need for certainty in communication, as the global maritime industry responds to the challenges of COVID-19," said Ronald Spithout, President, Inmarsat Maritime. "These new initiatives, together with those we have already launched, alleviate one of the core concerns crews face."

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**For further information, please contact:**

## Media Enquiries

Jonathan Sinnatt

Director of Corporate Communications

+44 (0)20 7728 1935

[jonathan.sinnatt@inmarsat.com](mailto:jonathan.sinnatt@inmarsat.com)

Mark Warner

Marketing and PR Director

+44 (20) 7728 1654

[mark.warner@inmarsat.com](mailto:mark.warner@inmarsat.com)

Jules Riegal

Saltwater Stone

+44 (0)1202 669244

[j.riegal@saltwater-stone.com](mailto:j.riegal@saltwater-stone.com)

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## About Inmarsat

Inmarsat is the world leader in global, mobile satellite communications. It owns and operates the world's most diverse global portfolio of mobile telecommunications satellite networks, and holds a multi-layered, global spectrum portfolio, covering L-band, Ka-band and S-band, enabling unparalleled breadth and diversity in the solutions it provides. Inmarsat's long-established global distribution network includes not only the world's leading channel partners but also its own strong direct retail capabilities,

enabling end to end customer service assurance.

The company has an unrivalled track record of operating the world's most reliable global mobile satellite telecommunications networks, sustaining business and mission critical safety & operational applications for more than 40 years. It is also a major driving force behind technological innovation in mobile satellite communications, sustaining its leadership through a substantial investment and a powerful network of technology and manufacturing partners.

Inmarsat operates across a diversified portfolio of sectors with the financial resources to fund its business strategy and holds leading positions in the Maritime, Government, Aviation and Enterprise satcoms markets, operating consistently as a trusted, responsive and high-quality partner to its customers across the globe.

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