

CIRCULAR	Circular No. 021 (Amended)
SUBJECT	Official Correspondence Addressing Protocol for the Office of the Maritime Administrator
FROM	Office of the Maritime Administrator, Vanuatu International Shipping Registry
TO	All Government entities, shipowners, managers, masters, Special Agents, Recognized Organizations, Flag State Inspectors, service providers and stakeholders
AMENDMENT DATE	20 August 2026
EFFECTIVE DATE	Upon publication
STATUS	Version 2.0 - Supersedes the prior version of Circular No. 021

Authority and legal status. This Circular is issued by the Maritime Administrator under the functions and powers conferred by the Maritime Act [CAP 131], as amended by the Maritime (Amendment) Act No. 21 of 2025, including section 10C where applicable, and any additional written authority lawfully applicable to the subject. It shall be read with applicable mandatory IMO instruments and controlled VISR policies. It does not convert a direct statutory power into a delegated power, transfer a function assigned by law to another State entity, or amend any valid appointment, concession or other governing instrument.

Related controlled policies: VISR-QMS-POL-GOV-001 - Governance, Statutory Authority, Responsibility and Strategic Performance Policy; VISR-QMS-POL-REG-003 - Regulatory Monitoring, Legislative Change and Administrative Decisions Policy; VISR-QMS-POL-REC-005 - Document and Records Control, Retention and IMSAS Evidence Management Policy; VISR-QMS-POL-REP-006 - Statutory Reporting, Performance Review, Audit and Government Access Policy.

1. Correct institutional designation

Correspondence concerning VISR and the statutory functions assigned to the Maritime Administrator must be addressed to "The Maritime Administrator, Republic of Vanuatu" or "Office of the Maritime Administrator, Vanuatu International Shipping Registry." Corporate titles may be added where relevant but do not replace the statutory designation.

2. Direct communication

- Requests concerning registration, certificates, seafarers, ROs, FSIs, PSC, casualties, policies, fees, records or international fleet administration must be sent directly to the responsible VISR address.
- Other competent Government entities may be copied where the subject engages their legal functions, but communication through another entity is not a substitute for direct notice to the Maritime Administrator.
- No consultant, agent, RO, inspector or third party may speak for the Maritime Administrator or filter official communications without written authority.
- Notices sent only to an unauthorized address or person may be treated as not received until they reach an official VISR channel.

3. Official channels

- General and formal matters: info@register-vu.com.
- Registry, ownership, mortgage and deletion: registry@register-vu.com.
- Technical, PSC, FSI, RO and casualty matters: technical@register-vu.com.
- Compliance, sanctions, IUU and fraud: compliance@register-vu.com.
- Finance and payments: admin@register-vu.com.

4. Authentication and records

Important instructions, approvals, waivers, delegations and decisions must be in writing, identifiable, retained in the controlled file and independently verifiable. Informal messages do not amend an Act, policy, circular, appointment, certificate or concession.

Compliance records and communications

All applications, approvals, notices, reports, evidence, decisions, acknowledgements and corrective-action records required by this Circular must be transmitted through an official VISR channel and retained in the controlled Registry file in accordance with the VISR records policy. Communications from unverified domains or persons without written authority must not be relied upon.

Official contact: info@register-vu.com. Urgent safety, casualty, sanctions or fraud matters must also be copied to info@register-vu.com and reported without delay.

Enforcement, reasons and reconsideration

Non-compliance may result in enhanced inspection, corrective-action requirements, service restrictions, suspension, administrative penalties, withdrawal or revocation of documents, or deletion from the Registry, to the extent authorized by law and the applicable written authority. Except where immediate protective action is necessary for safety, security, sanctions compliance, documentary integrity or preservation of evidence, an affected person will be notified of the material grounds and given a reasonable opportunity to respond. A request for reconsideration must be submitted in writing to the Office of the Maritime Administrator with supporting evidence within ten business days of the written decision, unless a shorter period is stated because of an urgent risk.

Supersession and effective application

This amended Circular supersedes the prior version of Circular No. 021 from the effective date stated above. Existing obligations, liabilities, investigations, fees and corrective actions arising under the prior version remain enforceable to the extent lawfully incurred and are to be administered under the clearer procedures stated in this amended version. If this Circular conflicts with a later Act, regulation or controlled VISR policy, the higher or later instrument prevails and the Circular shall be updated through document control.



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Issued in Port Vila and New York
20 August 2026