

// COMPANY PROFILE



Custard Insurance Adjusters is one of the largest independent loss adjusting companies in the United States. Celebrating more than 50 years of service, we are the largest privately held adjusting company and provide true multi-line service to the continental United States and Puerto Rico. We presently serve over 4000 clients, which include most major trucking companies, self-insureds, municipal entities, foreign and domestic insurance companies and underwriters at Lloyd's of London.

Consistent Superior Customer Service At the core of Custard's business philosophy is its focus on the company's number one goal – Consistent Superior Customer Service. CIA continuously strives to provide the highest quality claim service for our client, with a focus on the unique and specialized need of the individual client. Throughout the course of our development we have favored growth that emphasizes quality. We remain committed to this approach, continuing to place emphasis on excellence at all levels of our organizations.

Custard's multiline capability includes expertise in all lines of coverage including:

- **Commercial Transportation**
- **Property**
- **Hazardous/Environmental**
- **Catastrophe**
- **Inland and Wet Marine**
- **Personal & Commercial Automobile**
- **General Liability**
- **Professional Liability**
- **Product Liability**
- **Construction Defects**

The Hotline Service

Each member of our field adjusting staff is strategically located to provide comprehensive geographic coverage and can be reached regardless of the time of day. To enhance this structure we maintain a 24/7 HOTLINE for the sole purpose of connecting our customers with our staff. When a loss occurs, our client partners can connect with an experienced adjuster 24/7 through our immediate response Hotline. Housed in our national headquarters, this 24 hour toll-free nationwide call center is staffed by experienced Custard claims intake professionals that are trained in taking losses and understand the need for immediate response.

24/7 Internet Access

Tracking your claim is as easy as your nearest connection. Developed exclusively with our customers in mind, CIANet provides 24/7 access to current detailed claims information using our easy and secure internet site. Once your claim is entered into our Claims Processing System, our adjusters' activity is immediately available to you eliminating unnecessary phone calls or waiting for a written report. Once the file is complete, printable invoices and itemizations can be easily accessed by our client partners.



FOR ADDITIONAL INFORMATION ON CUSTARD INSURANCE ADJUSTERS INC., PLEASE CONTACT:

Custard Insurance Adjusters, Inc.

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Or Nationwide 24 Hour Custard HOTLINE
1(888) CUSTARD OR 1(800) 457-3390
www.custard.com

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