



## CONTACT US

FOR ADDITIONAL INFORMATION ON CUSTARD'S  
TRANSPORTATION SERVICES, PLEASE CONTACT:

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## CUSTARD INSURANCE ADJUSTERS INC.

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**NATIONWIDE 24/7 HOTLINE**  
1.888.CUSTARD OR 1.800.457.3390  
**[www.custard.com](http://www.custard.com)**

# TRANSPORTATION SERVICES



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Since 1962, Custard Insurance Adjusters has been recognized as a premier loss adjusting company with roots firmly planted in handling commercial transportation losses. From Custard's early beginning the company's growth has been strongly driven by its successful partnerships with major trucking companies, insurance companies with commercial transportation risks and self insured risks. Our team of experienced adjusters fully understands the transportation industry and is committed to reducing the liability risks associated with accidents on the road.

We understand that complex problems call for specific expertise. In recognizing the need for specialized abilities associated with transportation concerns, CIA maintains a Specialty Division providing more unique and complicated claims handling experience.

Custard Marine Services evolved as an extension of CIA's long standing history and experience in transportation claims. Our experts have an extensive understanding of domestic and international admiralty regulations and are familiar with single and multi-modal liability coverage issues that may arise allowing us to provide a comprehensive approach to handling any cargo concerns our client partners may have. Custard's Environmental Services Division is also on standby to manage cargo losses where hazardous materials may be involved. Our certified hazmat adjusters will assess the risk and determine the best course of action for clean-up and disposal of hazardous materials.

## **24-Hour Immediate Response Claims Line**

In the event of an accident, our transportation partners can connect with an experienced adjuster 24/7/365 through our immediate response Hotline. The 24-hour nationwide contact center is staffed by experienced Custard intake professionals trained in taking losses and understanding the need for immediate response. In an effort to ensure that the individual requests of our transportation partners are met, individualized handling instructions are part of the Hotline system as a valuable reference tool for our team.

Hotline has the expertise to provide a rapid and thorough response to complicated situations and we are confident that the service will exceed our clients' expectations. Client partners can expect immediate connection with an experienced loss professional through Custard's network of over 250 offices. Our adjusters are strategically located to provide comprehensive geographic coverage and can be reached regardless of the time of day. The CIA standard is that the field adjuster responds to incoming assignments within fifteen minutes of the initial call.

We will even take it one step further, if Hotline cannot provide one of our adjusters to the scene within the time frame requested by the client or if the location is not covered by CIA, we will attempt to locate a competitor or use the client's backup IA list. Whatever it takes, our goal is to respond immediately to the situation so that our client's best interest is always top priority.



**Nationwide 24 Hour Hotline**  
**1.888.CUSTARD**

*Let CIA put our years of experience, integrity and quality service to work for you.*

*Choose Custard Insurance Adjusters for your transportation service needs and get the competitive edge.*