

# HOTLINE

CUSTARD INSURANCE ADJUSTERS

## Customized Claim Intake Services

Custard Insurance Adjusters' Hotline is a **domestically staffed claims intake service center**, performing a variety of call center tasks related to the insurance industry. Hotline is staffed with trained professionals that are **available 24/7/365** - giving your business a single point of contact for any claims related questions or immediate adjuster dispatch.

Hotline provides tailored loss intake procedures specific to each client's immediate needs to ensure all vital information is properly captured. In addition to English and Spanish customer representatives on staff, the unit has access to knowledgeable and certified interpreters for virtually all languages.

- ▶ First Notice of Loss/ FNOL
- ▶ Customer service/Inquiry calls
- ▶ Messages/Updates
- ▶ Client based escalation
- ▶ Drug & Alcohol testing
- ▶ Clinic referrals
- ▶ Attorney notifications
- ▶ Catastrophe reporting

**Whatever it takes, our goal is to respond immediately to the situation.**

**FOR ADDITIONAL INFORMATION  
ON OUR HOTLINE SERVICES,  
PLEASE CONTACT:**



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**cia**<sup>®</sup>  
**CUSTARD**  
INSURANCE ADJUSTERS

**SUBMIT A CLAIM**

**CUSTARD.COM**  
**888.CUSTARD**