

# // TRANSPORTATION SERVICES



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 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.

In an effort insure that the individual requests of our transportation partners are met, detailed customer instructions along with client specific forms are available in Custard's Hotline database as a valuable reference tool for our team of seasoned intake professionals.

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. Customers can expect immediate connection with an experienced loss professional. Our standard is that the field adjusters should respond to incoming claims within fifteen minutes of the call.



## FOR ADDITIONAL INFORMATION ON OUR TRANSPORTATION SERVICES, PLEASE CONTACT:

**Teresa Allen-Futch**

*AVP National Transportation Business Development Manager*

4875 Avalon Ridge Parkway

Norcross, GA. 30071

tallen-futch@custard.com

Tel: 770-263-6800 | Fax: 770-368-3375



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



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