



The long-term success of any insurance company is dependent on the effectiveness of their claims operation. At Crum & Forster, we have been recognized for our award-winning claim services.

Quality

- Specialized team of claim professionals with advanced degrees, professional designations and extensive experience managing environmental pollution, general liability, toxic tort and professional liability claims
- Proactive claim handling with a focus on early case resolution to ensure the best chance of mitigating exposure and controlling costs
- Experienced claim team supported by an unparalleled nationwide network of legal, environmental, engineering, technical, medical and other experts as needed to optimize claims outcomes
- Dedicated Special Investigations Unit (SIU) to ferret out fraud
- Dedicated Subrogation team that relentlessly pursues recovery to benefit our policyholders
- Comprehensive training and development program emphasizing technical skills and customer service

Response

- Customer service-based culture embedded into everything we do
- Collaboration with Spill Center, Inc., providing 24-hour environmental emergency response resources
- Direct access to a dedicated team of highly qualified professionals experienced in the areas of environmental emergency response, investigation and remediation of accidental releases of hazmat and other regulated materials
- Together with Spill Center, Inc., we can help your business respond quickly and efficiently to covered pollution events, reducing costs and mitigating potential liability

Communication

- Client-focused stewardship process actively engaging the policyholder and broker
- Integrated claim and underwriting departments
- Transparency and direct communication during each stage of the claim process
- Bilingual specialists

When you report a claim to us, you can be assured that it will be handled with efficiency by dedicated claim professionals who share your goals of bringing the claim to a prompt and successful resolution.

From initial reporting to final disposition, we are proud of the services we provide our policyholders and producers.



Report A Claim

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