



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

- More than 500 claim professionals with a nationwide presence, operating nationally
- Specialized claims expertise in each of our business segments
- Proactive early case resolution, but are fully prepared to defend cases
- Proactive litigation management plan with an integrated defense strategy
- Dedicated Special Investigations Unit (SIU) to ferret out fraud
- In-house physician to assist with complex medical cases
- Dedicated subrogation team that relentlessly pursues recovery to benefit our policyholders
- Proactive training and development program emphasizing technical skills, best practices and customer service
- Comprehensive network of approved defense firms with specialty practices

Responsiveness

- Customer service-based culture is embedded into everything we do
- 24-hour emergency response teams
- Full complement of medical management programs providing quality care at competitive pricing
- Medical bill review program produces significantly lower costs than other companies
- Dedicated return-to-work program utilizing local charities
- Managed caseloads
- Claim professionals with advanced degrees and designations

Communications

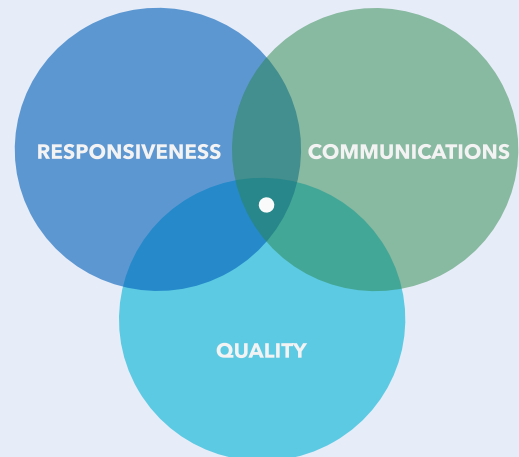
- Client-focused stewardship process actively engaging the policyholder and broker
- Claim account executives who develop customized service strategies
- Bilingual specialists
- Integrated claim, underwriting and risk engineering departments
- 24/7 access to the C&F Connect Marketplace portal, a one-stop shop for all your risk management information needs. This online system places the tools you need for loss runs, claim reporting and other interactive reports directly at your fingertips.

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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