

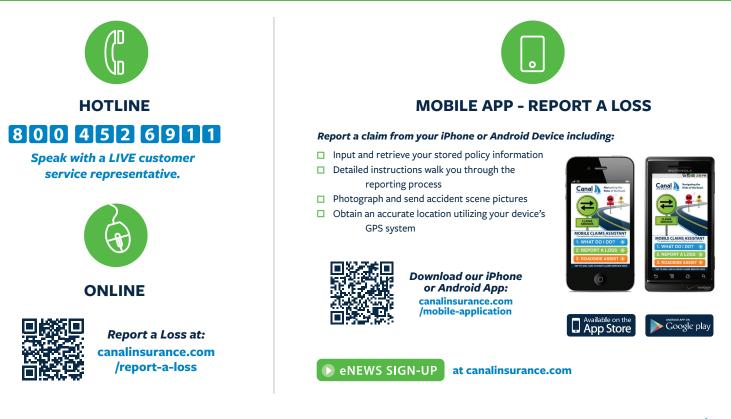
# **CLAIMS SERVICES**

## **Experience The Difference Experience Makes!**

The top priority at Canal Insurance is to get you back on the road as quickly as possible with minimal impact to you. From claim inception to resolution, our team of experienced professionals and comprehensive claims services will make you feel safe and secure in choosing Canal as your insurance carrier.

In business for more than 75 years, Canal continues to demonstrate its proven experience and long-term commitment to our clients and the transportation industry. Customer focus and collaboration ensure the highest quality mitigation practices and expertise from the smallest to the most intricate, large-scale claims.

# 24/7 CLAIMS REPORTING



Insurance is provided by Canal Insurance Company or its subsidiary, Canal Indemnity Company, and is not available in all states. The above description is a summary only and does not include all terms and conditions of the policies described. Please refer to the actual policies for complete details of coverage and exclusions.





#### **RAPID RESPONSE TEAM**

 Provides immediate ON-SCENE investigation for accidents with catastrophic-level injuries countrywide



#### **ENVIRONMENTAL POLLUTION SPECIALISTS**

- Possesses comprehensive technical skills for all areas of environmental losses
- Oversees field management of spills when
  - necessary
- Assists with regulatory compliance matters: notifications, support and/or reporting



#### PHYSICAL DAMAGE AND CARGO UNIT SPECIAL INVESTIGATIONS UNIT (SIU)

 Utilizes a wide array of technology and research materials for detailed investigations and uncovering fraud

If you suspect fraudulent activity, please contact us confidentially at

#### 8775611599

or email us at: siu@canal-ins.com



□ Provides expert knowledge, training and

Ensures that damages are assessed and

□ Works with a vast network of internal

Provides access to a Canal managed

adjusters

and trailers

claims are resolved expeditiously

Direct Repair program for heavy trucks

damage and cargo claims

experience in all facets of physical

#### **REGISTERED NURSE ON-STAFF**

- Reviews and evaluates medical claims
- $\hfill\square$  Assists with uncovering medical fraud



#### **IN-HOUSE LEGAL COUNSEL**

- □ Consults on coverage matters
- Provides guidance to adjusters on legal matters throughout the claim handling process
- Optimizes oversight to maintain a quality outside legal panel



#### SUBROGATION TEAM

 Specializes in monetary recovery from liable third parties responsible for paying all or a portion of a claim

# Our commitment to quality claims services is evident in how Canal:

- Expedites claims resolutions
- Improves settlement mitigation
- Decreases legal expenses

...to provide "the BEST POSSIBLE outcome for our insureds!"

### Don't have a claim? We can still help:



Discounted services offered to insureds for non-accident roadside assistance:

- Tire Changes
- Emergency Fluid Delivery
- Dead Battery Jump-Starts
- Lockout Services
- Preferred Towing
- Mobile Mechanic
- Concierge Services

Learn more about this program at canalinsurance.com /roadside-assistance-program



#### RISK MANAGEMENT SERVICES

Canal can proactively help you with:

- Safety Training and Communications
- Tips on Defensive Driving
  Developing Safety Policies and
- Procedures
- Improving CSA Scores
- Assistance with DOT Compliance and Inspections

See how we can help with Safety & Risk Management Programs at canalinsurance.com /for-the-insured/rms





Physical: 400 E. Stone Avenue, Greenville, SC 29601 😐 info@canal-ins.com Mailing: P.O Box 7, Greenville, SC 296022 😐 800.452.6911 😐 canalinsurance.com

LOGO HERE