



# 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



### HOTLINE

**800 452 6911**

*Speak with a LIVE customer service representative.*



### ONLINE



**Report a Loss at:**  
[canalinsurance.com/report-a-loss](http://canalinsurance.com/report-a-loss)



### MOBILE APP - REPORT A LOSS

**Report a claim from your iPhone or Android Device including:**

- ☐ Input and retrieve your stored policy information
- ☐ Detailed instructions walk you through the reporting process
- ☐ Photograph and send accident scene pictures
- ☐ Obtain an accurate location utilizing your device's GPS system



**Download our iPhone or Android App:**  
[canalinsurance.com/mobile-application](http://canalinsurance.com/mobile-application)



**eNEWS SIGN-UP**

[at canalinsurance.com](http://canalinsurance.com)

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.

**75+** Years Navigating the  
Risks of the Road





### 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

- Provides expert knowledge, training and experience in all facets of physical damage and cargo claims
- Ensures that damages are assessed and claims are resolved expeditiously
- Works with a vast network of internal adjusters
- Provides access to a Canal managed Direct Repair program for heavy trucks and trailers



### 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**

**8 7 7 5 6 1 1 5 9 9**

**or email us at: [siu@canal-ins.com](mailto:siu@canal-ins.com)**



### REGISTERED NURSE ON-STAFF

- Reviews and evaluates medical claims
- Assists with uncovering medical fraud



### SUBROGATION TEAM

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



### 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

**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:**

## ROADSIDE ASSISTANCE



*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](https://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](https://canalinsurance.com/for-the-insured/rms)



LOGO HERE

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Risks of the Road **Canal**  
INSURANCE

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