

## SERVICE

At the core of our business philosophy- CIA's primary goal is **consistent superior customer service**.

## EXPERIENCE

Standing the test of time – specializing in **claims since 1962**.

## RESPONSIVENESS

Through a nationwide network of offices- **we are where you need us, when you need us**.

## PERFORMANCE

HOTLINE Service – our customers operate **24/7/365** – so do we.

## QUALITY

Established practices provide **immediacy and accuracy** in all that we do.

## REDUCING COSTS

Veteran claim professionals efficiently **investigate losses and help reduce expenses**.

## TECHNOLOGY

**Seamlessly integrated technology** connects you with our staff and your real time data – anytime.

## SERVICE PARTNERSHIPS

People, technology and culture come together to provide **consistent superior service** that exceeds our customers' needs.



Custard Insurance Adjusters, Inc.

Corporate Office

4875 Avalon Ridge Parkway

Norcross (Atlanta), GA 30071

Nationwide 24 Hour HOTLINE

1.888.CUSTARD

[www.custard.com](http://www.custard.com)

**cia**<sup>®</sup>  
**CUSTARD**  
INSURANCE ADJUSTERS



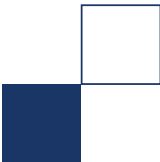
**BUILDING PARTNERSHIPS  
THAT LAST**



**COMPANY PROFILE**

OUR COMPANY

Custard Insurance Adjusters takes pride in being one of the largest independent loss adjusting companies in the United States. Founded in 1962 by our present owner, CIA is the largest privately held adjusting company and provides multiline adjusting, third party administration and risk management services to the Continental United States.



CONSISTENT SUPERIOR CUSTOMER SERVICE

At the core of Custard’s business philosophy is its focus on the company’s number one goal – Consistent Superior Customer Service. CIA continuously strives to provide the highest quality claim service for our client, with a focus on the unique and specialized need of the individual client. Throughout the course of our development we have favored growth that emphasizes quality. We remain committed to this approach, continuing to place emphasis on excellence at all levels of our organization and to increase our role as a national leader in the claim service field.

THE HOTLINE SERVICE

24 HOUR IMMEDIATE RESPONSE CLAIMS LINE

When a loss occurs, our client partners can connect with an experienced adjuster 24/7 through our immediate response HOTLINE. Housed in our national headquarters in Atlanta, Georgia, this 24 hour toll-free nationwide contact center is staffed by experienced Custard intake professionals trained in taking losses and understand the need for immediate response.

OUR HOTLINE INTAKE PROFESSIONALS ARE READY TO ASSIST OUR CUSTOMERS IN:

- Taking the details of the loss
- Assigning the most appropriate Custard branch location for immediate response
- Coordinating on-scene calls between adjusters and clients.

To insure that the individual requests of our client 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 customers can expect immediate connection with an experienced loss professional. Our standard is that the field adjusters respond to incoming claims within fifteen minutes of the call.



24/7 INTERNET ACCESS

Tracking your claim is as easy as your nearest connection. Developed exclusively with our customers in mind, CIANet was designed to provide 24/7 access to current detailed claims information using our easy and secure internet site. Once your claim is entered into our Claims Processing System, our adjusters’ activity is immediately available to you eliminating unnecessary phone calls or waiting for a written report. For added convenience, once the file is complete, printable invoices and itemizations can be easily accessed by our client partners.

CIA’S EXTENSIVE LIST OF SATISFIED CUSTOMERS INCLUDES:

- Major trucking companies
- Self-insureds
- Domestic and foreign insurance companies
- Municipal entities
- Underwriters at Lloyd’s of London



COMMITTED TO //  
CONSISTENT SUPERIOR CUSTOMER SERVICE

CONTACT CIA FOR MULTI-LINE EXPERTISE IN:

- Catastrophe
- Commercial Transportation
- Personal and Commercial Automobile
- Property
- Hazardous/Environmental Claims
- Inland and Wet Marine
- Heavy Equipment
- General Liability
- Construction Defects
- Product Liability
- Professional Liability



NATIONWIDE 24 HOUR CUSTARD HOTLINE  
1(888) CUSTARD OR 1(800) 457-3390  
WWW.CUSTARD.COM