



Carolina Casualty

| a Berkley Company

Claims Services

Expertise in transportation

- Our claims staff understands truck claims and recognizes that an integral part of superior customer service is fast and efficient claims handling.
- Our seasoned claims professionals have an average of 20+ years of experience in transportation and insurance and are specialized to deliver expertise by claim type and level of complexity.



Responsive to your needs

- Carolina Casualty offers 24/7 service and provides a prompt status report back to the customer after a claim is reported. This is followed by a thorough claims review to discuss the best options moving forward.
- While claims with merit are paid promptly and fairly, claims that are determined to be without merit are aggressively investigated, defended, and if appropriate, denied. Our goal is to get our customers' trucks repaired and back on the road as quickly as possible.
- Depending on our customers' needs, we can provide them with a single point of contact or a small team of adjusters to handle their account. In addition, we are happy to provide them with customized claims reviews and recommendations on a quarterly basis.
- Our in-house Special Investigation Unit deters, detects and investigates insurance fraud to protect the interests of policyholders and consumers.

24/7 loss reporting

We are available 24/7 if a customer needs to report a claim. When an accident happens, regardless of who is at fault, customers should report their claim immediately and directly to Carolina Casualty



About Carolina Casualty

Carolina Casualty Insurance Company is dedicated to the trucking and public transportation industry. We have been delivering value through superior underwriting expertise and claim service for over 80 years. Our focus is to provide tailored transportation insurance solutions that fulfill evolving business needs by partnering with customers and effectively managing our mutual risk. Our aim is to do the right thing and we have found our greatest success with customers that value both long-term business relationships and mutual profitability.

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