



Marine | Canada

# Marine Claims Capabilities

## Setting New Standards

For more than 100 years in Canada, CNA has leveraged our global resources and expertise to bring tailored insurance solutions to Marine customers. We're committed to providing a superior customer experience that sends the best claims talent your way. Our highly skilled Claims team assists you through every step of the claim process, with the goal of achieving the best possible outcome.

### Industry experience and expertise

Located throughout Canada, our Marine Claims professionals average 10 years' experience and leverage global resources that assist with claims handling in the event of a loss. Each claim is carefully evaluated and processed by our multiline Marine Claims professionals to deliver a seamless, personalized experience designed to achieve the best possible outcome with a timely resolution.

Continuous training and development help our Marine Claims team understand loss trends that may impact your business. Our dedicated team specializes in multiple types of Marine claims, including Cargo, Stock Throughput, Commercial Hull and P&I, Motor Truck Carrier's Legal Liability, Freight Forwarder's Legal Liability, Load Broker's Legal Liability, Shiprepairer's Liability, Terminal Operators, Wharfinger's Liability, Marina Operators and Builders Risk.

Our Marine Claims professionals have established long-term relationships with surveyors, investigators and other specialists who assist with claims strategy and execution and provide necessary resources when handling your claim.

### Superior in-house resources

**CAT Response:** CNA's Marine Claims team works together and engages a network of resources that quickly and effectively serve customers affected by a catastrophic event.

**Recovery:** As soon as you report a claim, recovery opportunities are analyzed. CNA's Marine Claims team collaborates with counsel and expert vendor partners to explore recovery of claim payments made due to negligence of a third party.

**Special Investigations Unit (SIU):** Stolen goods, fictitious pickups and cyberattacks are becoming increasingly common. CNA's Claims professionals work closely with the SIU team – trained experts with investigative and law enforcement backgrounds – to help identify and investigate potential fraudulent activity.

Please contact your broker for more information and visit [cnacanada.ca](https://www.cnacanada.ca) to view the resources available to you as a CNA insured.