



Crawford Marine

Comprehensive maritime
risk solutions



Global Technical Services



The maritime industry operates in a high-profile, high-risk environment

where catastrophic losses are always a possibility, but where lower value, more commonplace losses require efficient and swift handling. Challenges such as automation, workforce shortages, geopolitics, sustainability, compliance/regulatory obligations and intense marketplace competition can significantly impact a company's profitability and success. Fortunately, Crawford offers a dedicated marine practice with seasoned professionals and a comprehensive suite of specialized services tailored to the industry's needs. Our approach is grounded in transparency and integrity, providing clients with clear, honest guidance throughout the claims process.

The global marine team comprises over 230 experts with deep experience across a wide range of disciplines. From ex-seagoing mariners and engineers to cargo specialists, naval architects and experts in ocean, inland and motor truck cargo, we provide tailored solutions for even the most complex cases. Our team also includes solicitors and specialists in subrogation, recovery and other critical areas, ensuring clients receive professional support from highly qualified personnel.

In today's globalized and high-stakes environment, the risk and insurance community requires a team with the expertise and industry focus to evaluate and assess damages under even the most extreme conditions. Crawford delivers precisely that. We also harness innovative technologies—including AI and digital platforms—to support more responsive and accurate claims outcomes.



Expert marine knowledge with a global reach

Crawford Marine, part of Crawford Global Technical Services (GTS), offers one of the largest and most skilled networks in marine surveying and adjusting, delivering a comprehensive suite of global claims services.



Your marine claims partner

We work closely with you to address marine claims challenges and deliver:

- ✓ A network of **230+ marine surveyors**, associates and correspondents worldwide.
- ✓ **Strategically located marine hubs** in London, Rotterdam, New York, Brazil, Singapore, Sydney and Hong Kong (Greater China region).
- ✓ **Specialty expertise** in all major marine disciplines.
- ✓ **Marine TPA operations supporting global insurers**, captives and corporate clients globally.
- ✓ **Customized claims management solutions.**
- ✓ **Highly experienced cargo** and transit surveyors and loss adjusters.
- ✓ **Naval engineers and surveyors** for hull and machinery, P&I, port, terminal and project cargo claims.
- ✓ **A legal team** with qualified, practicing marine solicitors.
- ✓ **A dedicated London-based claims adjusting team** for lead, TPA and technical services.
- ✓ **Close working relationship with our in-house Compliance team**, to conduct necessary sanctions checks and regulatory requirements.



Marine and transportation claims services

End-to-end claims management for complex, global marine needs

Managing claims across global locations demands significant infrastructure. Our third-party administration (TPA) services streamline the claims process, exceed client expectations, and leverage over 30 years of experience. Our offering covers all classes of marine business—hull, liability, ports and terminals, cargo, freight liability, pleasure craft, fine art and specie, jewellers block and cash in transit, stock throughput—and includes:

- **Marine TPA and delegated authority claims adjusting** - Comprehensive claims management, from first notice to settlement and subrogation
- **High-volume, low-value claims service** - Designed to alleviate administrative burden and free up resources for complex matters
- **Bespoke marine claims adjusting** - For tailored policies, coverholders or business classes
- **Marine claims consultancy** - Expert advice from experienced marine consultants, surveyors and recovery specialists

“

Crawford has been a great business partner ensuring that Maersk Insurance have reached our targets. Having a good eye for the commercial approach to handling insurance claims is key for succeeding in our claims landscape with our customers as the guiding stars.”

Kim Frost, Head of Claims, Maersk Insurance



Marine Surveying Services

Comprehensive surveying solutions for all marine needs

Crawford's marine surveying team delivers expert guidance on a global basis, across cargo, freight liability, warehousing, pleasure craft, P&I and hull and machinery claims. Working with our TPA and recovery teams, we provide an end-to-end service for clients.

“

I would like to express my sincere appreciation for the exceptional services provided by Crawford. Crawford consistently handle cases with remarkable efficiency and professionalism, ensuring that every detail is meticulously addressed.”

Tony Yu, Claims Manager. Berkley Insurance Asia





Cargo Surveying Services

Our cargo surveying services encompass all areas required by the marine market. Our experts manage:

- Cargo and freight liability surveys for any cargo, anywhere in the world
- Pre-load, pre-discharge and outturn surveys
- Loss/theft investigations and temperature abuse claims involving fresh or frozen produce
- Hazardous cargo inspections, salvage sale management and distressed cargo solutions
- Warranty surveys, complex lifting operations and packaging inspections for project cargo
- Warehousing and stock throughput claims
- Risk assessments for the whole logistics chain
- Surveying services for yachts and pleasure craft across key regions including North America



Cargo freight liability

Our cargo surveying services encompass all areas required by the marine market. Our experts manage:

- Comprehensive cargo surveys, from pre-load to outturn
- Damage investigations for bulk, break-bulk and container cargo





Protection and indemnity/hull and machinery services

- Investigations for hull and machinery (H&M) and protection and indemnity (P&I) claims
- Pre-purchase vessel appraisals and inspections
- Salvage, collision/allision and casualty investigations
- Pleasure craft damage and loss surveys
- Technical support for arbitration and litigation, among other services



Port facilities and infrastructure services

- Port and terminal liability investigations
- Shipyard and port facility inspections
- Dock property damage assessments and repair management



Legal/liability

- Marine warranty surveys and lashing and securing plans
- Damage container investigations, break bulk stowage consultancy and more
- Expertise in cargo logistics management, including storage issues and coordination with customs and regulatory authorities



Recoveries and legal services

End-to-end claims management with a focus on protecting client interests

Our recoveries and legal services team provides clients with a streamlined, comprehensive solution for the entire claims cycle. With a team of in-house marine solicitors and claims handlers, we manage all aspects of marine claims—from defending claims to pursuing recoveries against third parties.

- A team of practicing marine solicitors
- Expertise in international claims involving land, sea, air and rail transit
- Comprehensive knowledge of international conventions and specific national regulations
- Collaboration with surveyors to protect client interests from the start of each claim
- Support for claims involving international trade, import/export logistics and inland transportation networks.



I am always impressed by the prompt/attentive service provided by Crawford. The quality of report is always first class and the level of communication throughout the claim investigation process is just right. I am always happy to recommend the appointment of Crawford.”

Major broker, client

Crew Claims Department

Protecting the health and welfare of seafarers

Our Crew Claims team, based in the United Kingdom, focuses on managing the health and welfare of seafarers, drawing on extensive global expertise. We handle diverse maritime industry claims, including medical and security-related matters, and provide tailored responses to meet each client's needs. Supported by Crawford's global network, we offer 24/7 claims management service.



Medical Services - Onboard medical cases require navigating complex considerations related to geography, business needs and patient conditions. We offer professional, timely and cost-effective consultancy, including first-aid training, repatriation and drug testing. Our goal is to be the first point of contact for any medical case, ensuring all aspects are carefully considered before action is taken.



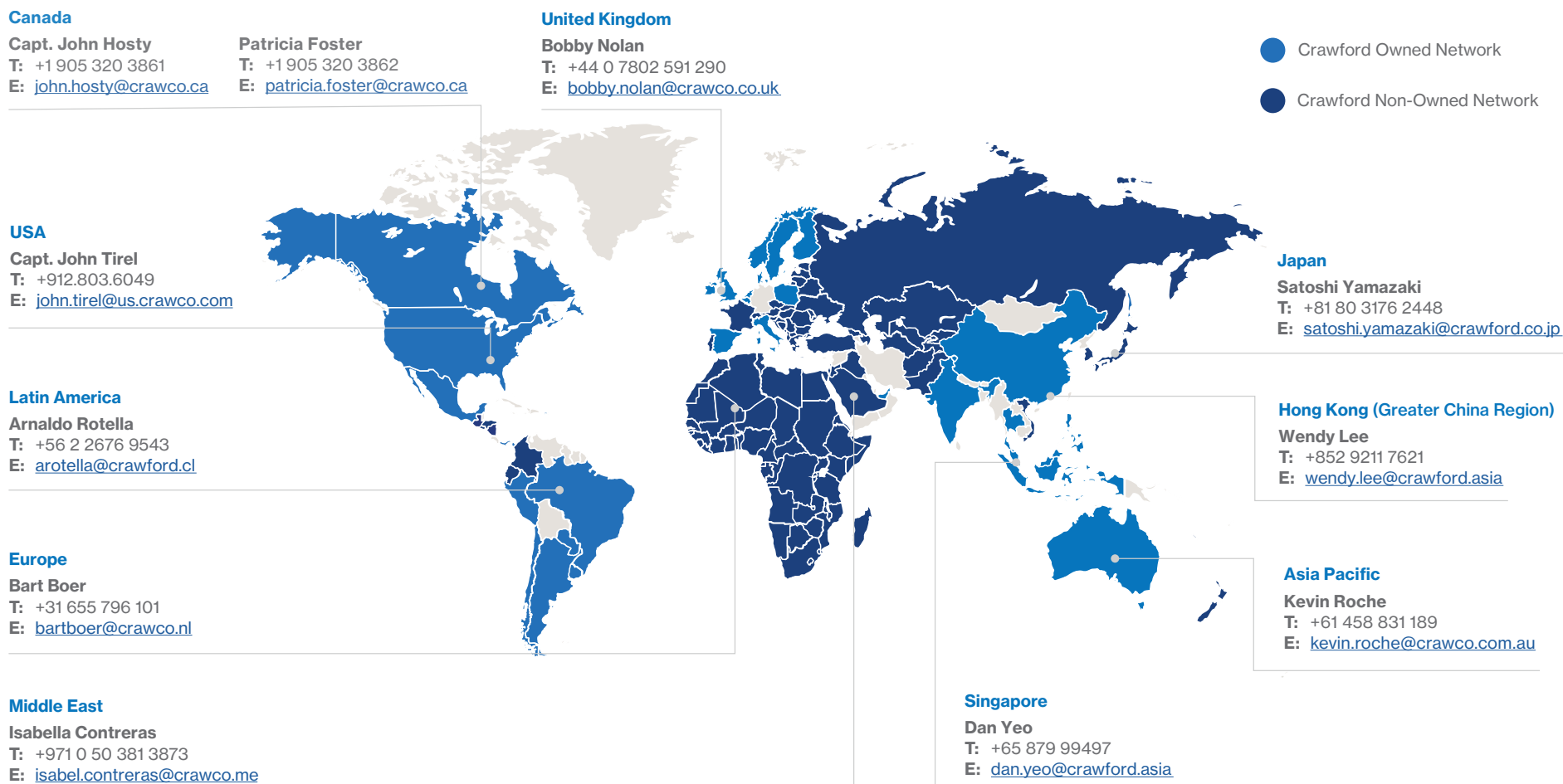
Stowaway Resolution - Stowaways can create challenges related to security, delay and resolution. Our experts provide security on board when needed, maintaining safety for both crew and stowaways. Through global contacts, we manage repatriation efficiently, accessing embassies and consulates worldwide for emergency travel documentation.



I truly appreciate how Crawford's team has consistently shown professionalism and warmth in all our interactions. It's a relief to know that they are always looking out for our best interests, making us feel supported during the claims process. Their quick response times and high-quality service make a significant difference to us, and we value the collaboration we share."

Helen Lau, Claims Team Lead, Assicurazioni Generali S.p.A.

Global marine contact information



To learn more about our maritime solutions, please visit [website](#).

About Crawford & Company®

For over 80 years, Crawford has led the industry through a relentless focus on people and the innovative tools that empower them.



**LOSS
ADJUSTING**



**THIRD PARTY
ADMINISTRATION**



**MEDICAL
MANAGEMENT**



**ON-DEMAND
INSPECTIONS**



**CATASTROPHE
RESPONSE**

10,000 employees | **50,000** field resources | **70** countries | **\$18B** claims managed annually

Crawford®

Learn more at
www.crawco.com    