



Specialist support for yacht and pleasure craft claims

Technical marine expertise. Responsive service.
Commercially focused outcomes.

Marine claims expertise that moves every claim forward

Crawford Marine provides specialist yacht and pleasure craft claims handling for insurers across the UK and internationally. We combine practical marine knowledge with responsive customer service and disciplined claims management to reach fair, efficient and commercially focused outcomes for insurers and policyholders.

Our dedicated team understands the demands of leisure craft claims, from small inland vessels and personal watercraft to high-value sailing and motor yachts. Every claim is managed professionally from first notification through to final settlement, with the right technical expertise involved at the right time.

THE VESSELS WE SUPPORT



YACHTS

Sailing yachts, motor yachts and high-value leisure vessels



SMALLER CRAFT

Dinghies, RIBs, speedboats and personal watercraft



INLAND VESSELS

Craft operating across inland waterways and marinas



Specialist knowledge, backed by global capability

Unlike a general claims operation, our claims are handled by professionals who understand vessel construction, repair methods and marine insurance. Crawford's global marine network adds international reach while preserving responsive local delivery wherever a claim occurs.

A connected service throughout the claim lifecycle

Our service brings notification, coverage assessment, technical investigation and resolution into one coordinated claims journey. This gives insurers clear oversight, supports timely decisions and helps policyholders understand what happens next.



FAST, INFORMED NOTIFICATION

Our 24-hour First Notification of Loss support enables immediate claim registration, early triage and clear customer guidance. A dedicated claims handler provides continuity from the outset.



TECHNICAL CLAIMS MANAGEMENT

We manage collision, grounding, storm, weather, fire, theft and vandalism claims, together with machinery or engine failures, onboard equipment damage, third-party liability, personal injury and catastrophic multi-loss events.



CONTROLLED RESOLUTION

We support settlement negotiation, reserving, cost control and the wider claims lifecycle. Where required, this extends to litigation support and expert witness coordination.



COVERAGE AND LIABILITY CLARITY

We review policy coverage, terms and endorsements, assess indemnity and investigate liability. Betterment, recovery opportunities and other commercial considerations are identified early where appropriate.



MARINE-LED INVESTIGATION

We appoint and instruct surveyors, assess damage and coordinate repairs, salvage and recovery. Our specialists also manage wreck removal and disposal, including Total Loss and Constructive Total Loss assessments.



CLEAR CLIENT OVERSIGHT

Regular reporting and tailored Management Information keep clients informed, support governance and provide visibility of claim progress and outcomes.



Technical depth. Decisive claims management. Better outcomes.

Our approach is designed to help insurers make informed decisions sooner, control claim costs and deliver a consistent experience for policyholders.



✓ **SPECIALIST MARINE KNOWLEDGE**

Our in-house capability includes marine surveyors, metallurgical expertise, specialists in the International Regulations for Preventing Collisions at Sea, Racing Rules experts and technical marine claims professionals.

✓ **NATIONWIDE AND INTERNATIONAL REACH**

A trusted UK-wide surveyor network, marine repair specialists and international claims coordination are supported by Crawford's global marine network. Our teams have experience handling claims across the UK and Europe.

✓ **INTEGRATED COLLABORATION**

Claims handlers, surveyors and marine specialists work closely with repair yards, underwriters and brokers. This integrated model supports efficient decision-making and a consistent customer experience.

✓ **PRACTICAL UNDERSTANDING**

We understand marine insurance policies, vessel construction, repair methodologies, marina operations, international cruising and regulatory compliance. That practical perspective helps us challenge costs and assess the right route to resolution.

✓ **CLAIMS EXCELLENCE**

We prioritise early liability and indemnity decisions, prompt claim progression, fair settlements, strong cost containment and consistent reserving, while identifying fraud, validating losses and pursuing recovery opportunities.

✓ **TRANSPARENT REPORTING**

Clear communication and dependable Management Information give insurers a practical view of progress, reserves, costs and the decisions shaping each claim.

Clear support when it matters most

A yacht or pleasure craft loss can be disruptive and stressful. Our claims philosophy centres on a professional, transparent and supportive experience, without losing sight of fairness, policy coverage or commercial discipline.

One point of contact. Clear communication. Less uncertainty.

Policyholders receive a rapid response after notification, a dedicated contact and straightforward updates throughout the claim. We provide compassionate support during difficult incidents, handle each claim fairly and impartially, and work to reduce avoidable downtime. Customer vulnerability support is aligned with FCA expectations.





Built around your operating model

Every insurer has different requirements, so our service can be configured around your authority levels, workflows, reporting needs and customer proposition. Options include full delegated claims authority, Claims Manager and DFNOL capability, bespoke reporting, Management Information, flexible service levels, client-specific workflows and underwriting collaboration.

✓ YOUR AUTHORITY MODEL

Delegated authority or a service designed to complement your existing claims team.

✓ YOUR INFORMATION NEEDS

Bespoke reporting and Management Information aligned with client priorities.

✓ YOUR CUSTOMER JOURNEY

Flexible workflows and service levels shaped around your policyholders and partners.

A specialist team you can trust

Crawford Marine combines dedicated marine claims specialists with technical expertise beyond traditional claims handling. Our end-to-end model brings together local delivery and global capability, efficient resolution and commercially focused cost management.

Strong relationships with insurers and brokers help us work collaboratively, while our commitment to customer service supports boat owners throughout the claim. At every stage, we balance the interests of insurer and policyholder with integrity, transparency and attention to detail.

Our promise

Responsive when a claim is reported. Rigorous when technical judgement is required. Transparent when decisions are made. Reliable through to resolution.





The values behind our service

✓ PROFESSIONAL JUDGEMENT

Integrity, expertise, fairness and attention to detail guide every decision.

✓ OPEN COMMUNICATION

Transparency and responsiveness keep clients and policyholders informed.

✓ DEPENDABLE DELIVERY

Professionalism, reliability and customer-first service shape every interaction.

Specialist marine claims support, wherever it is needed

From routine leisure craft losses to complex, high-value and multi-loss events, Crawford Marine brings together the people, technical knowledge and claims discipline needed to move each matter towards a fair and efficient resolution.

For more information, visit our [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.

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

Crawford[®] GTS

Learn more at
www.crawco.co.uk

