



Home About Services Locate Office

Claim Assignment Form

Submit a claim using Custard's Online C.

Please click one of the links below to submit a claim using our automated C.

Claims received after normal business hours

Metrics Reports

As a report card of the activities of the Hotline, month end intake summaries are available. The reports provide historical information on the call handling efficiency of the Hotline operation and are available upon request.

Multilingual Services

In today's diverse society the need for language services has grown dramatically. Our Hotline center offers services in English and Spanish and has immediate access to knowledgeable and certified interpreters for virtually all languages.

CONTACT US

For additional information on Custards 24 hour Hotline Services, please contact:

Tori Mills - AVP Director of Hotline Services
Office: 770.368.3320 | tmills@custard.com

Andres Zea - Manager Hotline Services
Office: 770.209.8814 | azea@custard.com

Custard Insurance Adjusters, Inc.
4875 Avalon Ridge Parkway
Peachtree Corners, GA 30071



HOTLINE SERVICES 24/7 CONTACT CENTER

Nationwide 24 Hour Custard HOTLINE
1.888.CUSTARD OR 1.800.457.3390
www.custard.com



HOTLINE SERVICES

With over 57 years of experience we have the expertise to provide a loss intake alternative that will meet and exceed our client's expectations.



24-Hour Immediate Response Contact Center

Custard Hotline has a proven reputation as a premier insurance contact center. Housed in our corporate headquarters in Atlanta, GA, this nationwide contact center is staffed by experienced intake professionals that are CIA trained in taking losses and understanding the need for immediate response. In 2019, a new phase of Hotline developed with the addition of a west coast office located in Phoenix, AZ. Working in conjunction with Atlanta, the addition of the Phoenix team offers additional strength in providing customized services within two different time zones.

Through Custard's network of over 260 offices, our adjusters are strategically located to provide comprehensive geographic coverage and customers can expect immediate connection with an experienced loss professional. We will even take it one step further, if we cannot provide one of our adjusters to the scene within the time frame requested by our client we will offer to attempt to locate a competitor to handle the on-scene request. Whatever it takes, it is our goal to respond immediately to the situation.

As an added convenience to our client partners, new losses may also be submitted through our website or emailed directly at newclaims@custard.com. A

dedicated team of Hotline intake professionals will direct the assignment to the appropriate Custard branch office for handling.

Tailored Loss Intake & Response Solutions

Our experienced intake professionals at Hotline create customized service programs tailored to meet the specific needs and requirements of our client partners. Whether it is after hours or during peak times during the day, our staff is available 24/7/365 to accept calls on behalf of our clients. Through dedicated toll-free lines, we can answer your calls using your customized greeting and scripted to your unique specifications. Available services include:

- ◆ First Notice of Loss (all lines)
- ◆ Customer service/Inquiry calls
- ◆ Messages
- ◆ Updates
- ◆ Escalation
- ◆ Drug and alcohol testing set up
- ◆ Clinic referrals for injuries
- ◆ Attorney notifications
- ◆ Policy verifications
- ◆ Catastrophe reporting
- ◆ Outbound follow up calls
- ◆ Customized pricing based on services provided



Nationwide 24 Hour Hotline
1.888.CUSTARD