

Marine Specialty Lines Claims.

Expertise when it matters most.

Complex Marine risks demand a tailored claims service that makes things simple. We combine deep expertise with responsiveness and straightforward support, aiming to make it easy to do business with us when it matters most.

Built around the people **who matter.**

Our Marine claims team is one of the market's largest and most established, with specialists in London and Manchester backed by a global network. With decades of expertise across Cargo, Hull, Marine Liability and Yacht claims, we handle complex losses worldwide, partnering with you from day one with clear, consistent communication.

With you at every stage of a claim.



Before:

Underwriting, Risk Consulting and Claims working as one to help **prepare you before a loss.**

- We partner with you to design a tailored risk management programme, supported by local expertise, aiming to deliver a seamless experience.
- We stay closely connected to the global Marine market, tracking emerging trends, geopolitical developments and claims challenges—sharing informed insight into the risks shaping Marine business worldwide.
- We engage early with TPAs, nominated adjusters, and solicitors to align roles and expectations, helping to minimise friction and enabling an efficient response when a claim occurs.
- Where required we get involved in onboarding your programme, getting to know you and helping ensure our claims approach meets your expectations.

When:

Fast mobilisation. Clear ownership. **Expert handling.**

- Every claim is led by an experienced Marine claims adjuster, with clear ownership from start to finish and a proven track record in leading and resolving the most complex Marine losses.
- We aim to mobilise quickly to help mitigate loss and maximise recovery opportunities, and for third party losses, work closely to help protect your reputation.
- We're experts in captive management and fronted deductibles; we can issue interim payments on larger losses helping businesses recover quickly.
- Supported by a trusted network of specialist surveyors and legal experts, we aim to keep the process simple, transparent and tailored—handling each claim with care, precision and empathy, and maintaining consistency and control at every stage.

After:

Our **relationship doesn't end when the claim closes.**

- We offer post loss reviews to help identify root causes, strengthen resilience, and reduce future losses.
- We can provide meaningful MI and reporting aligned to your risk management needs.
- We continuously refine our claims handling approach to ensure it remains effective and aligned with your evolving needs.
- Our dedicated Marine Recoveries team is focused on maximising recoveries from responsible third parties, helping to reduce the impact on the overall claims experience, and supporting the recovery of uninsured losses where appropriate.

99%

of claims handled internally by dedicated experts.

Based on claims with a 2025 loss date.
Excludes those requiring external handling due to regulatory or technical requirements.

31,000

employees globally, across 350+ offices.

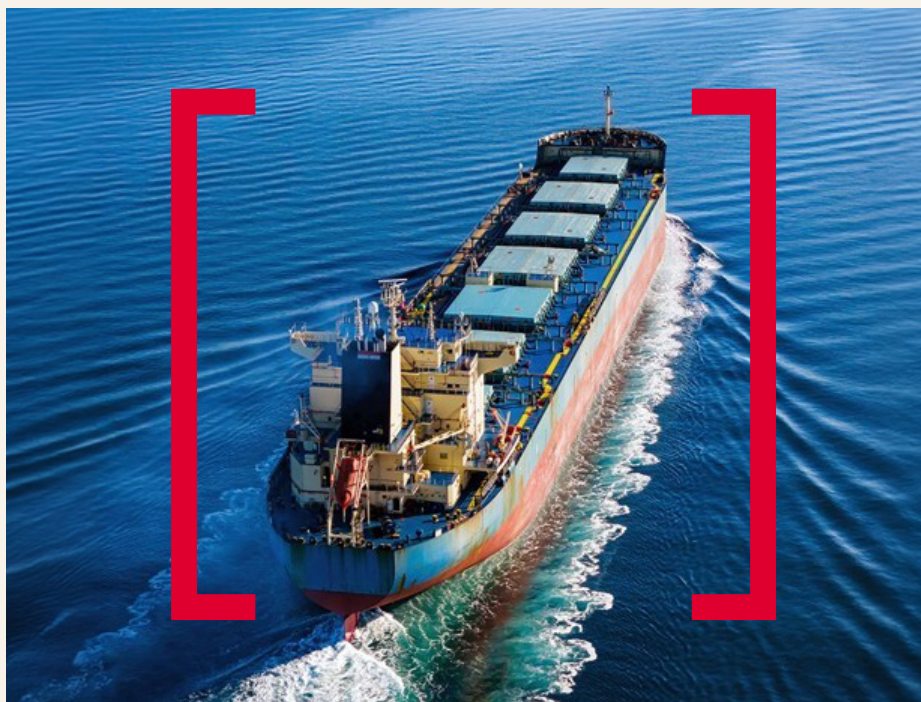
Financial security.

Agency	Financial strength
AM Best	A
DBRS	AA
Fitch	AA-
Moody's	A1

Global reach, local access.

For international claims, our local teams understand local regulations, practices, and language - so claims move faster, aiming for settlements to be handled right the first time.

- Where appropriate, claims are handled in the country of origin by our network of trusted local insurer partners.
- We use our local offices around the world to help us navigate local laws and legislation.
- We work closely with our network partners in over 150 countries to retain oversight from the UK.



91%

of brokers agree that it's easy to make a claim with Intact Insurance.

Based on Broker Voice 2025 survey results

98%

of brokers agree that Intact Insurance provides the expertise needed to resolve claims smoothly and successfully.

What next?

Find out more about Marine claims

Making a Marine insurance claim with Intact Insurance

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