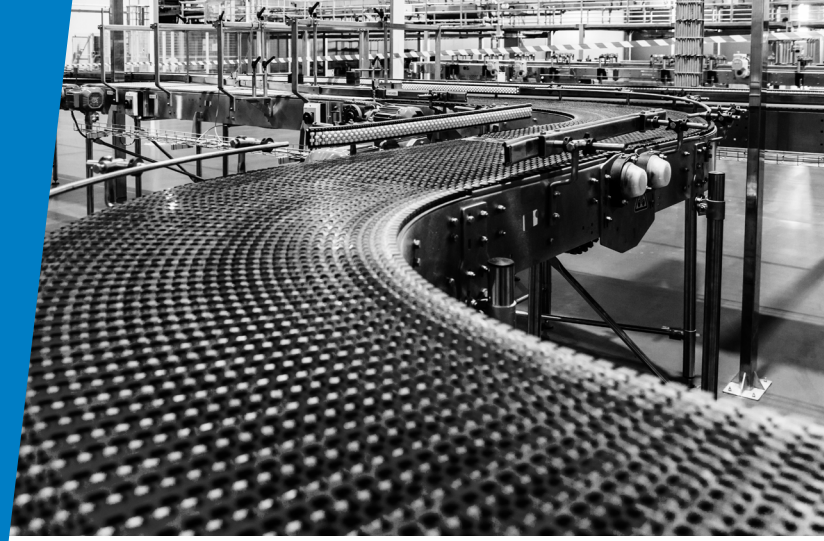# DUAL

Crisis Management Claims

Multiple balance sheets. One policy. One payment. One solution.

Our carrier partners trust and rely on our unique product and claims knowledge in navigating the complex world of Product Recall and Contamination claims. In addition to underwriting expertise, the DUAL Crisis Management team ("DCM") is committed to providing quality claims services to support clients when they need it the most. DCM has a dedicated claims handling team with renowned experience in Contaminated Products and Product Recall claims. Working with both vendors and carrier partners, our team will ensure a seamless experience.

DCM manages claims through DUAL affiliate Align Claims Services, Inc. ("ACS"), a claims adjusting firm with years of experience handling claims. ACS specializes in the administration and quality adjustment of claims and is the exclusive claims administrator for DCM.

Claim Handling Process

ACS's Crisis Management Claims team is the central point of contact in the claims process. ACS will work directly with insureds and brokers to facilitate the investigation and resolution of each claim. ACS will appoint and direct independent adjusters and other vendors as necessary. Claim payments will be issued as a single payment from ACS. ACS will coordinate with carriers to navigate solutions to effectively and efficiently resolve claims.

Vendors

ACS works with established independent adjusters and vendors in the Crisis Management space including Johnstone Partners, McLarens, Charles Taylor Adjusting, and Baker Tilly, among others.

Making a Claim

Instructions for making a claim are included in your Policy on the "What To Do in a Crisis" sheet.
Please be sure to contact the Crisis Consultant hotline in addition to providing notice to DUAL/ACS.

Claims questions?

Contact the Align Claims Crisis Management Team at: Claims_CrisisManagement@AlignClaimsServices.com

Or contact:

Jason Morgan, AIC
Vice President - Crisis Management Claims
973-631-7575 x 609
jmorgan@alignclaimsservices.com