



Crawford & Company®  
Marine Services

# About Crawford Marine Services

Crawford Canada's Marine Division, supported by our Transportation Services Network, extends across the provinces and territories. With a centralized hub in Toronto, this provides reach across all time zones allowing one contact address for carriers; resulting in accurate, prompt and efficient claim handling by the appropriate expert.

Crawford has a Large General Surveyor network across Canada reporting to a single hub providing the following solutions:

- Expertise in commercial marine, marina operations and liabilities, leisure marine, cargo and cargo liability.
- Experience and mitigation control processes in marine environmental issues.
- Continental CAT coverage for hurricanes.
- Adaptable claims solutions for the bespoke requirements of each carrier.

Our skilled staff provide a wide range of marine services to international clients including domestic insurers, Lloyd's syndicates and private firms for risk analysis.

## What Does A Marine Surveyor Do?

- ✓ A Marine Surveyor is an independent fact finder reporting for the benefit of whom it may concern.
- ✓ A Marine Surveyor reports on **cause, nature and extent** of loss.
- ✓ A Marine Surveyor has the experience to provide a holistic approach to limit extraneous payments.

## What are Crawford Marine Services Differentiators?

When you choose Crawford Marine Canada, you have access to our Transportation Services network as well as:

- Cross continent claim service capability.
- Comprehensive end-to-end claims management.
- Single point of contact and control.
- Technical expertise across full spectrum of Marine Claims.
- Innovative end-to-end remote claims management - YouGoLook®.
- Continual review of industry developments and advice.
- Worldwide coverage through 8 global marine hubs that can provide solutions for Canadian written policies.
- In-house expertise for legal, accounting and forensic assessments.
- Networking and Influencing: members of CBMU, Boating Ontario and Canadian Marine Advisory Council.
- Regulated; NYSE listed. Canadian Provincial licensing requirements.
- Network of surveyors across Canada.

## Services

- Hull and Machinery
- Cargo, freight, inland marine, road transport, rail transport
- Marine Accident Reconstruction
- Condition and Valuation Services
- Freight forwarder/trucker liability
- Marine leisure industry – commercial and personal lines claims
- Ports and Terminals
- Pre-risk assessments and advice (commercial marine, commercial marinas)
- Wreck Removal, Environmental Protection



*"At Pacific Marine Underwriting, our claims management is exceptionally important. Effective claims handling in the pressurised Pleasurecraft market would not be possible without reputable, knowledgeable and technically proficient Marine Surveyors, who can not only manage the expectations of our clients, but provide **advice, encouragement and expertise** throughout the claim process. We have worked with the Surveyors at Crawford for over 20 years and they continue to provide the service that underpins our growth."*

**MaryKate Townsend**

Vice President, Central Canada, Pacific Marine Underwriting Managers Ltd.

## APPARENT SIMPLE BOAT CLAIM - COLLISION WITH A SUBMERGED OBJECT

### Challenge

Crawford Marine Surveyors were presented with a property damage claim where the boat owner was claiming propulsion and hull damage with a repair estimate of \$24,000 because of collision with a submerged object.

### Solution

Trained Crawford Marine Surveyors were quickly able to determine, from photographs, that the pictures and the repair estimate did not match up. There was pre-existing damage evident to the eye of the trained surveyor.

Crawford contacted the insurer and recommended a review. The Marine Surveyor also met with the owner and the company who quoted the repair, directly outlining the affected areas.

### Result

Reduction of claim repair costs from \$24,000 to \$7,000. Following expert review, this resulted in an indemnity saving to the client of \$17,000.

**71% reduction in repair costs**

## MARINE TRADE - MARINAS - ALLEGATION OF FAILED WINTERIZATION OF CUSTOMER BOAT

### Challenge

Crawford received a subrogation demand from another insurer. The insured was a marina that was accused of not winterizing a boat. The statement of claim was asking for \$30,000 in actual cash value and an additional \$30,000 in damages.

### Solution

An experienced Crawford Marine Surveyor met with the marina (insured), obtaining all relevant phone records, emails and previous invoices between themselves and the boat owner.

All the documentation demonstrated that there was no request to winterize the boat. A full review of weather records and knowledge of metals used in engines was able to prove, beyond doubt, that the marine repairer was not responsible for this damage.

### Result

The claim was successfully denied, saving our client \$60,000.

**\$60,000 saved due to unsubstantiated claim**

# Meet the Team



**Mark Thompson**  
*PGDip, BA(Hons), DipMarSurv*  
Senior Marine Surveyor  
Mark.Thompson@crawco.ca

Mark spent 20 years at sea, rising in the ranks to the position of warship command in the Royal Navy. As a result of his extensive professional career, Mark is well versed in handling matters associated with marine accident reconstruction and the application of collision regulations, as well as possessing considerable insight into marine management, engineering systems and vessel valuations. Complementary to his professional career, Mark holds a Diploma in Marine Surveying from Lloyd's Maritime Academy and in a previous role, successfully completed the Lloyd's Agency Claims and Recoveries examination. He completed a Diploma in Marine Surveying with Lloyd's Maritime Academy, graduating with a Distinction, this included a module on valuing craft. For the past 10 years, he has worked with Independent Adjusting firms, providing a service for insurance companies that included Condition and Evaluation Surveys to determine fair market and insurable values. Additionally, he has worked with Transport Canada Marine Inspectors, Marine Underwriters and Maritime Law Specialists, in the small commercial vessel program to provide evidence based valuations on commercial craft.



**Joe Trudeau**  
*Senior Marine Surveyor*  
Joe.Trudeau@crawco.ca

Growing up in a marine environment on the Great Lakes, Joe has been involved with all facets of the Marine Trade and Pleasurecraft industries. Initially working as a designer of Pleasurecraft with a major Canadian manufacturer, his skills developed and branched out into vessel restoration, including large vintage craft. Having operated and run marinas, he moved into the surveying and claims assessment business as a surveyor with a national independent adjusting firm. This has included significant CAT work in the Caribbean following hurricanes. A member of a number of trade associations within the marine industry, he has also appeared as an expert witness in marine matters at the Ontario Superior Court of Justice. Professional development has included ABYC membership, vessel salvage and marine accident reconstruction accreditation. Joe has provided advice to Marine Underwriters in the Pleasurecraft industry, particularly on risk analysis and loss mitigation techniques for navigation in hurricane prone areas. Joe is also involved as the Technical Advisor to Regional Boating Associations and worked closely with Transport Canada in the development of the Small Commercial Vessel Certification Program.



**Jason Trudeau**  
*Marine Surveyor*  
Jason.Trudeau@crawco.ca

Jason has worked in the boating and marine industry since 1993. A certified marine mechanic and restoration specialist, he has built a number of replica antique wooden boats and prior to becoming a full time surveyor, worked within the industry completing fiberglass structural repairs to hulls. He has worked as a Surveyor since 1996, specializing in condition and valuation surveys, damage assessments and accident reconstruction. He has been instrumental in a number of large losses, ranging from collapsed storage buildings to hazardous waste containment and wreck removal. Jason is the go-to person for a growing number of marine operators for advice on claims management.

# For more information, contact:

**Mark Thompson**, PGDip, BA(Hons), DipMarSurv

Senior Marine Surveyor,  
Marine Practice Leader (Canada)  
P: (705) 915-3250  
E: Mark.Thompson@crawco.ca

## 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



Managed  
Repair



Medical  
Management



On-Demand  
Services



edjuster Contents,  
Services & Technology



Catastrophe  
Response

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