



**ocean
marine**

General Help Directions

Passwords

Should your account be suspended, please be advised that an email will automatically be sent to our helpdesk where your suspension will be verified.

You would receive a notification from helpdesk to your inbox within the business day.

For all other inquiries or for immediate access please contact our helpline at 1-888-289-7744 ext. 0.

Intact cargo policy questions

Users should contact their marine insurance representative (Broker) regarding any changes, additions and/or deletions to the policy.

System usage help guides, lessons and answers to questions

After logging into the system, the HELP tab is located at the top right of the screen. This tab includes a learning center which offers various topics to assist you in using the system. Formats include written guides, videos and answers to questions.

All other coverage inquiries

Can be addressed to the local Marine Insurance office named on your insurance policy or nearest contact located in the Nationwide Contacts section of our website <https://www.intactspecialty.com/en/ocean-marine/connect-with-us.page?>

Claim reporting information – claim agents

Claim agents and claim reporting instructions can be found on the pre-login page in the – Claim Agents-link located to the left of the screen.

CLAIMS REPORTING to Intact Ocean Marine Direct

You have several options to report claims to intact Ocean Marine:

Reporting directly to Intact Ocean Marine:

You or your Producer have several options to report claims to International Marine Underwriters/OneBeacon:

By phone at 877-248-3455 – Claims phoned into the 24/7 Call Center before 7p.m. EST will be immediately assigned a claim number. Producers can go to the producer portal the next business day to view the claim.

By email marineclaimsusa@intactinsurance.com – When you wish to include attachments to accompany a claim, email reporting is ideal. To submit a claim via email, you will need to include an ACORD First Notice of Loss Form. Please report only one claim per email. The sender's email confirmation will serve as the acknowledgement that we have received the claim.

By fax at 866-213-2802 – Only one claim should be submitted per fax transmission. The sender's fax receipt will serve as confirmation that we have received the claim.

When using email or fax notification please provide a description of the claim, policy type, policy number and any documentation relating to claim.