



Product Recall



Specialist underwriting and claims support

Every sector and product has different exposures. Whatever your client's product recall risks, our team of experts can design solutions to fit your needs.

Bringing together nearly a century of experience, we've built a team of top-tier product recall specialists who are experts in their field, giving your client tailored, reliable coverage.

You can also count on a dedicated claims team, who know these cases inside and out. And if an incident occurs, they'll be by your client's side every step of the way.

Multiple balance sheets. One policy. One solution.

With our subscription program, we partner with various insurance carriers to issue a single combined policy for each risk. Delivering the right level of coverage, we'll make sure your clients are covered in this high-risk area.

Key features

- Worldwide coverage
- Primary and excess coverage
- Access to diverse and highly rated capacity
- 24/7 access to Crisis24 – our crisis consultants
- Pre-incident consulting services
- Dedicated claims management

Our appetite

Self-insured retentions start from \$5,000, and we offer limits up to \$27.5m for:

- Transportation (automotive, aviation, rail, aerospace etc.)
- Electronics (consumer and industrial)
- Communications equipment
- Brown and white goods
- Sporting and recreational equipment
- Toys
- Clothing apparel and footwear
- Furniture
- Packaging manufacturers

Taking control of any crisis. 24/7.

Our crisis consultants, Crisis24, will be there for your clients when they need them.

Providing best-in-class consultancy services, their team of experts will give your clients fast support when an incident occurs – helping to limit damage, protect their brand and get back to business as usual. And after the storm has passed, they'll work with your client to prevent recalls in the future.

What we cover

Insured event triggers

- Discovery of defect
- Error in design
- Epidemic failure resulting in ordered or voluntary recall due to risk of bodily injury or property damage

Covered losses

- Crisis consultancy costs
- Recall costs
- Replacement costs

- Forensic accounting
- Investigation costs
- Defense costs
- Extra expenses

Additional coverages

- Third-party recall liability
- Impaired property
- Loss of gross profits and rehabilitation costs
- Workplace violence
- Malicious product tampering
- Additional endorsements available on request

Get in touch

For more information about DUAL's Product Recall program, please send submissions to recallsubmissions@dualinsurance.com or contact a member of our team:

Mark LeBlanc

Managing Principal
+1 (510) 846 3546
mleblanc@dualinsurance.com

Christian Waeldner

Managing Principal
+1 (646) 476 0566
cwaeldner@dualinsurance.com

Christine Marien

SVP – Crisis Management
+1 (203) 530 1952
cmarien@dualinsurance.com

Jill Peev

SVP – Crisis Management
+1 (857) 272 3443
jpeev@dualinsurance.com

Allison Liuzzi

SVP – Crisis Management
+1 (908) 391 4429
aliuzzi@dualinsurance.com

Jason Morgan

VP – Crisis Management Claims
+1 (914) 215 0280
jmorgan@dualclaimsservices.com

Jason Fong

VP – Crisis Management
+1 (510) 334 0131
jfong@dualinsurance.com

Amanda Wusterbarth

VP – Crisis Management
+1 (413) 886 3236
awusterbarth@dualinsurance.com

Susan Cruz

AVP – Crisis Management
+1 (415) 610 9451
scruz@dualinsurance.com

Helping you do more

marketing@dualinsurance.com
dualinsurance.com

This product is underwritten by DUAL Commercial LLC (California License Number 0E67776), a licensed operating entity of the DUAL North America, Inc. group of companies. Information updated as of September 2025. U0021