



Emergency preparedness services

Custom resources to protect your home and family

As a supplement to your insurance coverage, Private Client Group offers emergency preparedness services—complimentary and customized consultations designed to reduce threats to family safety, security and personal wealth.

Program features

Our in-house emergency preparedness specialists can meet with you to conduct a 360° safety and security assessment, during which they will:

- Gain a firsthand understanding of your lifestyle (for example, how often you travel or who has access to your home)
- Identify potential scenarios that could put your home or loved ones at risk
- Help you create and implement personalized action plans

Meeting personally with our specialist is an important part of your preparation. Depending on the size of your property and the complexity of your plan, a security assessment can take anywhere from one to several hours. Following the consultation you will receive a customized report detailing potential problem areas and steps you can take to maximize safety.

Personalized consultations

Here are just a few of the areas that can be addressed during your consultation:

Evacuation and communication planning

Keeping your family out of harm's way is crucial during an emergency, as is staying connected with one another. We will help you implement customized plans for each family member, no matter where they are. We'll also help you determine which personal items to take when evacuating.

Home security assessment

We're well-versed in the latest security technologies—from state-of-the-art alarm systems to camera surveillance—and can help you select the best solutions for your home. We also work hand-in-hand with industry-leading home security companies.

Liability assessment

Simple oversights such as an open pool gate or a broken railing can lead to injury—and perhaps a lawsuit. We can identify potential liability threats in and around your home, and advise on measures to correct them. In addition, we can facilitate complimentary background checks on domestic staff to ensure that those with access to your family and property are qualified and credible.

Crisis management

We work with highly regarded private security and crisis management personnel. Together, we can educate and train your family on how to avoid dangerous situations in everyday life or while traveling abroad.

Our services at work

Following are examples of how emergency preparedness specialists can assist you:

- A policyholder was concerned about her young grandchild's safety while he visited her large secondary home. We worked with the family to ensure that the child knew how to evacuate the home and advised on practical solutions to maximize safety.
- We consulted on maritime security matters for a policyholder who travels frequently among major ports in the United States and abroad.
- With the help of local residents and law enforcement officials, we conducted a community-wide security assessment to help address a recent spike in vehicle theft and burglary in Palm Beach.
- A policyholder was traveling to South Africa. We provided safe hotel and car service recommendations, areas to avoid, points of contact and information on current events.

About our staff

Consultations are conducted with the utmost discretion by our team of in-house Emergency Preparedness Specialists led by John Matis.

Over the course of John's career, he has assisted individuals, families and large companies around the world to safeguard against the unexpected. He has served as an Officer in the U.S. Coast Guard, and has participated in massive emergency rescue efforts including: the Staten Island Ferry incident in 2003, and Hurricanes Isabelle, Ivan, Katrina and Rita. John is a member of Mayor Bloomberg's Best Management Practices Committee and is also a certified American Red Cross CPR and First Aid instructor.

Following the consultation we can connect you with our trusted network of third-party vendors to deliver best-in-class solutions and complete your emergency preparedness plan.

To learn more or to schedule your complimentary consultation, contact your independent insurance advisor. You may also contact John Matis at john.matis@chartisinsurance.com; (212) 882 1120 or call our 24-hour emergency preparedness and response hotline: 800 899 2409.