



## Exceptional claims service

### See us in action

If you have a claim, Private Client Group provides swift personal attention and real solutions. Although we handle complex losses everyday, each one comes with its own set of circumstances. Tailoring our service to suit your specific needs is simply business as usual. Here are just a few examples:

#### **An international affair**

A collision nearly totaled a policyholder's Ferrari Enzo—one of only 400 that were ever made. The extensive damage would require lengthy and complicated repairs. We offered to reimburse the policyholder for the full value of the vehicle, but due to its rarity he preferred that we attempt to repair it.

The design intricacies made it nearly impossible to find a qualified technician and replacement parts nearby. We determined that the only technicians equipped to complete the repairs were the original builders—at the Ferrari manufacturer in Italy. We shipped the car, and the policyholder was flown to Italy twice to inspect the progress. Once all repairs were completed, the vehicle was shipped back to his residence—good as new.

#### **We're there when you can't be**

While en route to the airport for vacation, a piece of ice fell off a truck and shattered our policyholder's windshield. The vehicle could not be driven, so the policyholder made his way to a nearby relative's home and reported the incident to us. With a flight to catch, he couldn't afford to wait around—and he didn't have to. We assured him that everything could be taken care of in his absence.

All glass repair shops in the area were closed due to inclement weather. Rather than abandon the vehicle, our claims specialist located a company to tow the car back to the policyholder's home and arranged for a local vendor to make the repair. Later that same day, after the policyholder had arrived at his destination, we updated him on our progress. A second call was made later that week to advise him that the car was fully repaired and in his driveway.

#### **Unique solutions for unusual circumstances**

A policyholder was involved in an accident while driving his SUV. The vehicle came to rest at the bottom of a canyon in a restricted area—making it impossible for a tow truck to reach. Because it was in a restricted area, the policyholder was required to remove the SUV or he would incur significant fines. He also needed to retrieve time-sensitive materials and personal items from the vehicle. Our solution: we brought in a helicopter to sling-lift the SUV from the canyon. The materials were recovered and promptly returned.

#### **When time is money, we understand**

The undercarriage of a luxury vehicle was damaged after a policyholder lost control on a wet road. Although the car was repairable, it would require over 200 hours of work. The cumulative damages did not technically "total" the vehicle, but the time frame was unreasonable. Not surprisingly, our policyholder was reluctant to endure the lengthy repair process—and that was fine with us. Instead, we paid the cash value of the vehicle so the policyholder could literally move on.

We strive to exceed expectations, and we are proud of the fact that policyholders responding to our claims satisfaction surveys overwhelmingly rate our service as "exceptional."

Chartis is the marketing name for the worldwide property-casualty and general insurance operations of Chartis Inc. Private Client Group is a division of Chartis Inc. Insurance is underwritten by a member company of Chartis Inc. This is a summary only. It does not include all terms and conditions and exclusions of the policies described. All references to claim settlement information are based on the loss being covered by the policy and are subject to change without prior notice. Please refer to the actual policies for complete details of coverage and exclusions. Coverage and supplemental services may not be available in all jurisdictions and are subject to underwriting review and approval.