



Exceptional claims service

Private Collections
Insurance

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 is an example:

Going the distance

Burglars gained entry into a policyholder's home. After unsuccessfully trying to open a safe, they left the scene with the safe in tow. The burglars were not immediately apprehended, but the safe was later found empty in a nearby ditch. Over \$1 million of jewelry had been stolen.

The policyholder notified our claims team to assist. Upon learning of the theft, we anticipated that the burglars would likely still be in possession of the jewelry and would try to sell items at a pawn shop or on the black market. We reached out to our network of contacts, and hired an investigator and surveillance expert to canvas the area while coordinating with local authorities.

After several days of surveillance and evidence gathering, the hard work paid off. Ten members of a burglary gang were arrested just before they made an attempt to rob seven additional homes. In total, the investigators hired by Private Client Group covered 3,886 miles during their investigation and provided the police with invaluable intelligence and evidence that led to the gang's arrest and imprisonment. In addition, much of the stolen property was recovered—including several items from our policyholder's jewelry collection.

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."

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