



Exceptional claims service

Yacht 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:

Quick action leads to a quick recovery

A policyholder's yacht, valued at over \$2 million, had been stolen from its berth in a marina in Florida. Our claims team was notified within hours of the incident, and one of our staff immediately reached out to his contacts in South Florida and the Bahamas. Lookouts were posted along the inter-coastal waterway bridges and alerts were sent to fueling stations and marinas. Legal counsel was also retained to facilitate the possible need for warrants, investigative actions and to assist in coordinating efforts to secure the vessel.

Within a few hours, a sighting was made at a fueling station in the Bahamas. We then hired a pilot to search for the yacht in the vicinity around the fueling station. The pilot quickly spotted the vessel and reported its position. With help from customs officials, we also learned the first name of one of the false crew members. Aware of our efforts and scared for their freedom and safety, the false crew quickly agreed to cooperate. We made arrangements for the crew to take the yacht—while under surveillance from air and shore—to a secure private island in the Bahamas where a representative for the policyholder could take possession.

The following day, we flew the true captain to the yacht to ensure a safe return to Florida. The false captain and crew—hired by an unknown kingpin to deliver the boat to the Dominican Republic for sale using a fake title—were turned over to the authorities.

Upon arrival in Florida, we had the boat surveyed and cleaned. Fortunately, the yacht did not suffer any damage, and the policyholder and his captain were quickly reimbursed for all costs associated with recovering the vessel.

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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