

EXCEPTIONAL CLAIMS SERVICE

If you have a claim, Private Client Group will offer immediate service with real, time-sensitive solutions. Although we handle complex losses every day, each one demands our personal attention.

For Chartis, tailoring our service to suit your specific needs is simply business as usual. Here are just a few examples that demonstrate our commitment to service excellence.

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 a world leading property-casualty and general insurance organisation serving more than 45 million clients in over 160 countries and jurisdictions. With a 90-year global history, one of the industry's most extensive ranges of products and services, deep claims expertise and excellent financial strength, Chartis enables its commercial and personal insurance clients alike to manage risks with confidence. For additional information, please visit our website at www.chartisinsurance.com.au

This insurance is issued by Chartis Australia Insurance Limited (Chartis) ABN 93 004 727 753 AFS Licence 381686.

These are brief product descriptions only. You should consider the Product Disclosure Statement/Policy Wording to ensure it meets your needs before making a decision to purchase this policy. Any scenarios are given as brief examples which may give rise to claims. These descriptions should not be relied on to justify coverage in any situation. 11/00068



PRIVATE COLLECTIONS

PRIVATE CLIENT GROUP

SEE US IN ACTION...

Our claims support is second to none –

A Private Client Group client purchased two pieces of antique furniture which were then shipped to him. Upon arrival and unpacking, damage was found but neither the forwarder nor the seller accepted liability. The client called our 24/7 claims hotline and we instantly confirmed that the furniture, albeit being newly acquired, was covered under his insurance policy. We arranged a site survey assisted by an antique conservationist for the following day.

The damage was entirely repairable and the intrinsic value of the items was not affected at all. Impressed by our passion and professionalism, the client asked us to help recondition the items. The Claims Department arranged the logistics, kept the client informed of the progress during the repair, and delivered the items while the conservationist was present. The client was not only impressed by the handling of the claim and the quality of the restoration but also by the conservationist's explanation and tips on how to maintain and manage his valuable collection.

A toast to superior service –

A serious leak in a wine cellar resulted in the loss of a considerable number of bottles of wine, including vintage champagne and port. We hired one of the top wine specialists in the world and replaced the collection, bottle for bottle. Needless to say, our service went down as smoothly as an '89 Château Pétrus. According to the Estate Manager "The understanding of a challenging situation such as this ... together with the recognition of the needs and requirements of the exclusive clients which Chartis represents, was complete". In other words, we've got a proposition that's worth raising a glass to.