



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. 11/00070



HOME PRIVATE CLIENT GROUP

SEE US IN ACTION...

Looking beyond the surface –

A general contractor was finishing construction at a policyholder's home while one of our risk management specialists was conducting a scheduled inspection. Our specialist noticed a small water stain on a plaster wall. The contractor explained that it was due to a leak that had occurred several months prior. The leak had since been fixed, and the wall would be repaired before the project was complete.

Not wanting to take any chances, our specialist used a moisture meter to inspect the wall and discovered that the leak was still there. Upon further inspection, we learned that leaves and construction debris had caused a blockage in the scupper that was supposed to drain water from the roof. The blockage had caused excess water to collect on the roof and run down the interior of the walls.

Our specialist immediately assisted the contractor in removing the blockage and sweeping the remaining water from the roof. A roofing contractor also was brought in to repair the damage and make sure the same problem wouldn't recur.

Quick, efficient service with your needs in mind –

A Private Client Group client possessed a rather unique sculpture, an animal clay figure in real life size. As a result of strong winds the sculpture fell on the floor and was completely destroyed. In only 7 days from the client informing us of the incident, we issued the amount as agreed, so that the replacement process could start as soon as possible.