



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. 11/00069



RISK MANAGEMENT SERVICES

PRIVATE CLIENT GROUP

SEE US IN ACTION...

A meticulous solution for a precious collectible –

A prized 18th century mirror was severely damaged when it fell from where it was hanging. Our devastated client assumed it was beyond repair and filed a claim. Our experts immediately located a top conservator to meticulously reconstruct the piece. During the re-installation, we averted future damage when we proactively assessed the rest of the collection and discovered that the hardware on another valuable mirror needed to be replaced.

Proactive protection, no matter where you are –

While watching the morning news, one of our underwriters saw that a nearby river was poised to flood. Our risk management staff checked our database of clients and called all who appeared vulnerable. One home situated on the riverbank was deemed in immediate danger.

Upon contacting the owner, we learned that she was out of town. We informed her of the situation, and she provided us with the access code to the front gate. We immediately dispatched a team to sandbag the perimeter of the house. Water soon began creeping up the property but, thanks to our quick action, the home evaded any water damage. Our team remained on the scene into the night in case the flooding worsened. By the end of the day, the neighbours were following our lead and sandbagging their homes, too.