



Exceptional claims service

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 are just a few examples:

Burst pipes won't spoil the party

A policyholder submitted a claim after a pipe burst in her home. There was significant water damage to the ceiling, walls, carpet, and furniture of the home's basement as well as a first-floor bathroom. The homeowner was most upset by the thought of postponing her daughter's 15th birthday party, which was going to be held later that week in the now-flooded basement.

Our claims specialist offered the frantic policyholder a quick solution: find an alternate location for the party and we will cover the additional costs. She did just that, and that party went on as planned.

We're there when you can't be

A policyholder was en route to the airport for vacation when a piece of ice fell off a truck and shattered his windshield. The vehicle could not be driven, so the policyholder made his way to a nearby relative's home and reported the incident to us. With a flight to catch, he couldn't afford to wait around—and he didn't have to. We assured him that everything could be taken care of in his absence.

All glass repair shops in the area were closed due to inclement weather. Rather than abandon the vehicle, our claims specialist located a company to tow the car back to the policyholder's home and arranged for a local vendor to make the repair. Later that same day, after the policyholder had arrived at his vacation destination, our claims specialist updated him on the progress of the situation. A second call was made later that week to advise him that the car was fully repaired and in his driveway.

First at the scene

A policyholder's secondary home was burglarized, and several pieces of jewelry were stolen. He reported the loss to his independent insurance broker only moments after reporting the incident to the police, and requested that a claims adjuster respond as soon as possible. We were there within 45 minutes—before even the police.

Our claims specialist came armed with copies of the scheduled jewelry list, and the names and telephone numbers of two private security companies available to guard the house until the alarm system could be repaired. We also had arranged for an emergency board-up vendor to head toward the property, in case doors or windows had been broken. The policyholder hadn't had a moment to consider these critical exposures and was duly grateful.

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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