

## 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:

#### From starting line to finish

An insured had shipped a multi-million dollar Alfa Romeo with racing pedigree to participate in a UK vintage festival. The car was driven on the track by an ex-racer and it performed as well as it had when he first drove it nearly fifty years earlier. Unfortunately, the short trip on a forklift as the vehicle was being loaded in its container for return to the US was not as trouble free. Careless handling and loading caused the vehicle to sustain dents and scratches on the rear fender and gas tank.

One of the foremost restoration experts known for this rare vehicle was selected to do the repair and our Home Office Director of Material Damage flew to the facility to develop an action plan with the general manager. Recognizing the importance of a proper solution from an aesthetic, economic and emotional perspective to the client, we spared no effort to complete the work and be engaged in every step. Upon delivery, the client expressed his complete satisfaction with the process and the result.

#### Good as new

A policyholder's business partner borrowed his \$465,000 Mercedes SLR McLaren and struck a mailbox. It was estimated that repairs could cost more than \$250,000 and take up to six months to complete. In addition, the policyholder would need to continue making his substantial monthly payments throughout the repair period. The costs and timeframe were simply unreasonable, so we came up with a better solution.

We located and purchased an exact replica of the vehicle to replace the damaged one. When our policyholder arrived at the dealership, all documents were prepared and ready for his signature—he drove his new car off the lot that day.

#### An international affair

A collision nearly totaled a policyholder's Ferrari Enzo—one of only 400 that were ever made. The extensive damage would require lengthy and complicated repairs. We offered to reimburse the policyholder for the full value of the vehicle, but due to its rarity he preferred that we attempt to repair it.

The design intricacies made it nearly impossible to find a qualified technician and replacement parts nearby. We determined that the only technicians equipped to complete the repairs were the original builders—at the Ferrari manufacturer in Italy. We shipped the car, and the policyholder was flown to Italy twice to inspect the progress. Once all repairs were completed, the vehicle was shipped back to his residence—good as new.

Private Client Group is proud to work with **HWI Motorsports**. To learn more, please contact **Morgan Duffy** at [morgan@hwimotorsports.com](mailto:morgan@hwimotorsports.com) or **508 229 8700**.

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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