

Masterpiece

beyond your expectations

CHUBB®



Nobody wants to have an insurance claim, but when it happens, the quality of your insurer and your insurance policy is put to the test.

You need to know that you are dealing with an insurance company experienced in handling significant claims and minimising the impact of those claims.

You need an insurance company with an established record of going the extra mile - quickly and efficiently.

These are just a few examples of how the comprehensive cover of the Masterpiece Policy combined with the empathy and flexibility of our claims staff have helped our clients worldwide through their difficult times.

Going the extra mile

A flexible hose in an en-suite bathroom failed, causing significant water damage to both levels of our client's home with the carpet damaged beyond repair. Given the considerable time spent originally sourcing the carpet, understandably our client wanted to replace it with carpet that exactly matched what existed prior to the loss. Although it was not possible to source a suitable replacement carpet locally, Chubb managed to locate a company in Hong Kong that was able to manufacture an exclusive batch of the carpet for our client's home.

Innovative solutions

During a day out at the marina, our client accidentally dropped his Rolex watch into the water. We arranged for a diver to search the scene, who managed to recover it. After a service and repair, the watch, which had been assumed to be lost forever, was as good as new and our client was reunited with his treasured possession.

Replacing undamaged items in order to match

Our client's home had been beautifully designed and decorated with custom made, hand dyed furnishings and curtains. Following severe storms, the carpet and some curtains in the formal entertaining rooms were unfortunately water damaged. While most of the curtains were unaffected, they were made from hand dyed Thai silk and it was impossible to find new curtains which would exactly match the colour of the undamaged curtains. Chubb replaced all of the curtains, including those which weren't damaged, with new hand dyed curtains and a replacement carpet was sourced from overseas and made to order. This enabled our client to maintain the uniform look that she had enjoyed before the damage occurred.

Broad cover with extra benefits

A pink diamond ring purchased as a gift by our client for his wife was accidentally lost. During the claims validation process, it became apparent that it was going to be extremely difficult to source a replacement ring, let alone at a price within the sum insured. Pink diamonds are incredibly rare and not often available for sale. In addition, diamond prices had increased exponentially since our client had purchased the ring. Fortunately, as the ring was listed under the client's Valuable Articles Coverage and had been professionally valued within the two years immediately prior to the event, we were able to apply our extended Replacement Cost cover. This allowed us to pay the client significantly more than the amount the ring was originally insured for.

Understanding the needs of our clients

Chubb has considerable experience in dealing with claims involving art and sculptures by international artists and we understand the importance of provenance in maintaining the value of a private collection. When one of our clients suffered accidental damage to one of their fine art pieces, fortunately the artwork could be restored. Rather than insist on a local repairer, which would have resulted in a loss of market value, we were able to locate the original artist in New York and arrange for the piece to be transported to his studio for restoration.

Flexible and common sense approach

A large tree fell onto our client's property resulting in significant structural damage, with alternative accommodation required. Chubb authorised rental of another property for the duration of the repairs and our client initially moved into a comparable property ideal for her needs. Unfortunately, due to the extensive nature of the repairs, the length of the lease was insufficient.

Rather than having the client move to another property for a short period of time, Chubb agreed to pay for a holiday to Bali for the family while the works were completed. Not only was the home repaired, but we were able to provide much needed rest and recuperation for our client.

Empathy and a helping hand

On returning home from dinner with her son, our client was grabbed from behind as she entered the residence and a knife was held to her throat. Our client was restrained and the offender proceeded to question her about her valuables before packing a car full of the family's contents and jewellery items. She was thankfully unharmed, but extremely shaken by the experience. Not only did we replace the stolen possessions, but under our Family Protection Coverage, we upgraded the home's security alarm system and paid for counselling sessions.

About this Document

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About Chubb in New Zealand

Chubb is the world's largest publicly traded property and casualty insurer. Chubb's operation in New Zealand (Chubb Insurance New Zealand Limited) offers corporate Property & Casualty, Group Personal Accident and corporate Travel Insurance products through brokers.

More information can be found at www.chubb.com/nz.

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