



## IRONSHORE PRIVATE INSURANCE PORTFOLIO™



### WE STAND TRUE TO OUR PROMISES.

**At Ironshore, we offer a personal approach to our claims service.** We realize that when an asset is compromised or damaged, it can be disruptive and stressful. That's why we are committed to providing our clients with exceptional service and coverage at the time of a loss.

It starts with our suite of products, which include some of the broadest coverages available in the personal lines market. When a loss occurs, we have the opportunity to delight our clients with our personalized claims service, delivered with compassion and sensitivity. And you can have confidence that our highly experienced claims adjusters possess the expertise to properly ascertain and fairly set a value for your claim.

Ultimately, our personal approach protects the most important asset we have: our reputation. It's no wonder we've earned such high accolades from our clients regarding our claims service.

**97%** OF OUR CUSTOMERS WHO HAVE HAD A CLAIM INDICATE THAT THEY WOULD REFER IRONSHORE TO A FRIEND.

#### CUSTOMER TESTIMONIALS

"Thank you for all of your help with our claim. Given that we were in uncharted territory relative to knowing how things work in the insurance world, we sincerely appreciate your patience and guidance throughout the process. The whole situation has been overwhelming both financially and emotionally, so it was an absolute pleasure working with someone as professional, responsive and thorough as you."

-Cheri O., Tampa, FL

"I appreciate your quick turnaround...you have been terrific. First time I have filed a claim and you have dispelled the myth about how difficult it can be from the claimants end to work with insurance people. You do your industry proud."

-Edward V., Vineyard Haven, MA

## OUR PROMISE:

**Prompt Contact:** Our claims experts are available 24 hours a day, 7 days a week. We contact clients the same day a new loss is reported.

**Rapid Response:** An adjuster will inspect damaged property at your convenience, routinely within 48 hours of initial notice of loss.

**Expeditious Settlement:** First-party claims are paid promptly after documentation of loss and agreement on damages.

**Personal, Compassionate Service:** We are sensitive to the fact that in some cases, replacing a lost item is not enough. That is why we go out of our way to recover and restore irreplaceable or priceless items such as family photos, computer drives, precious heirlooms and more.

## SUPERB, WHITE-GLOVE SERVICE – COMBINED WITH COMPETITIVE, FLEXIBLE PRICING

Our exceptional claims service doesn't come with an excessive price tag. From highly-flexible coverage limits to a broad array of deductible options and optional coverages, your insurance advisor can custom tailor an insurance program which will provide exceptional protection while also controlling costs.

## DEDUCTIBLE REDUCTION PLAN

By choosing a deductible of \$2,500 or higher on your home policy, your all perils deductible will be reduced by 10 percent each year that your policy does not have a claim. At the time of loss, the reduced deductible will apply to your first claim. This not only allows you to save on your annual policy premium, but can substantially increase your reimbursement at the time of loss.

TO REACH ONE OF OUR CLAIMS SPECIALISTS, PLEASE CALL 800-466-9165.



About Ironshore

Ironshore provides broker-sourced specialty property and casualty coverages for risks located throughout the world. Select specialty coverages are underwritten at Lloyd's through Ironshore's Pembroke Syndicate 4000. The Ironshore group of insurance companies is rated A (Excellent) by A.M. Best with a Financial Size Category of Class XIV. Syndicate 4000 operates within Lloyd's where the market rating is A (Excellent) by A.M. Best, AA- (Very Strong) from Fitch and A+ (Strong) from Standard & Poor's. For more information, please visit [www.ironshore.com](http://www.ironshore.com).

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