



See what *we can* do...

## Unique Solutions for Unique Customers

A collector shipped a multi-million dollar Alfa Romeo with racing pedigree to participate in a European vintage festival. The 70-year-old car performed beautifully. Unfortunately, transporting the vehicle back to the U.S. did not go as smoothly. Careless handling and loading caused the vehicle to sustain dents and scratches on the rear fender and gas tank.

*Our solution: We selected the foremost restoration expert known for this rare vehicle to make the repairs, and flew to the facility to develop an action plan with the general manager. Recognizing the importance of a proper solution for the client — from aesthetic, economic and emotional perspectives — we spared no effort to complete the work and remain engaged every step of the way. Upon delivery, the client expressed his complete satisfaction with the process and the result.*

A policyholder was involved in a collision that nearly totaled his Ferrari Enzo – one of only 400 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 in the area. We determined that the only technicians equipped to complete the repairs were the ones who originally built it — at the Ferrari manufacturer in Italy.

*Our solution: We shipped the car, and the policyholder was flown to Italy twice to inspect the progress. Once all repairs were completed to the policyholder's satisfaction, the vehicle was shipped back to his residence — good as new.*

A business partner lost control of a policyholder's 2006 Mercedes SLR McLaren and struck a mailbox. The inspection of the luxury vehicle, valued at \$465,000, determined that the damage sustained was extensive but repairable. It was estimated that parts and labor could cost in excess of \$250,000 and could take as long as six months to complete. In addition to these fees, the policyholder would need to continue to pay substantial monthly payments of \$9,000 throughout the repair period.

*Our solution: We were able to find an exact replica of the vehicle at another Mercedes dealership. We negotiated a fair purchase price and offered to buy this vehicle as a replacement for the damaged one. When the policyholder arrived at the dealership, all documents were prepared and ready for his signature. He drove his new car off the lot that day.*

### Private Client Group

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