

# Going further to *meet personal needs*



## Meet Clint and Barb, and their broker James

James secured Clint and Barb's business for his brokerage by going the extra mile where their previous brokers hadn't.

### Prospective Masterpiece clients

Clint and Barb are a successful couple based in Auckland, with large stakes in several oil and gas companies. They're well-known in their local community for taking a lot of pride in their home, and for regularly hosting fundraisers and functions for various community groups. While Clint is an avid wine collector, Barb is particularly keen on mid-century art and furniture, and regularly bids on pieces at auctions to redecorate the house. Recently, their home was featured in a well-known architectural magazine, and Barb bought several new pieces for the photoshoot.

When Clint and Barb's son Hunter was accepted into university in Wellington, they wanted to make sure they were there to help him settle in, so the whole family drove down to get everything sorted. While they were away, their house was broken into. Several pieces of art and furniture, along with some wine, were stolen or damaged, including Clint's latest wine purchase from a well-known New Zealand winery.

Because their usual broker had been dealing mainly with Clint, their insurance was fully up-to-date for the stolen wine, and he was able to get it replaced in just a few days. Unfortunately, as their broker had not undertaken a full review of their insurance requirements for a number of years, there was a significant coverage gap when it came to the damaged and stolen art and furniture.

As a result, Clint and Barb were left significantly out-of-pocket, and decided to find a new broker - eventually going with James. Realising that Clint and Barb hadn't been getting the gold-standard service they were paying for, James organised a detailed contents and fine arts valuation to make sure every piece was accounted for in their new policy, bringing in a valuer who specialised in mid-century items, and arranging follow-up valuations every twelve months. James also suggested a Chubb home and contents policy including valuable articles cover, to make sure everything was fully covered.

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