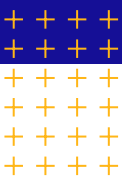


Thinking *beyond the sale*



Meet Darren and Christine, and their agent Alvin

Alvin reinforced his value to Darren and Christine by making sure he's available in their times of need and whenever they require support – big or small.

Existing PRS clients

Darren and Christine are a successful couple, with large stakes in several oil and gas companies. They're well-known in the high-net-worth community for taking pride in their home, and for regularly hosting fundraisers and functions for various community groups. While Darren is an avid wine collector, Christine 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 international architectural magazine, and Christine had specially purchased several new pieces for the photoshoot.

As they have a growing and extensive valuables collection, their trusted agent Alvin made sure to organise regular follow-ups to ensure their home & contents inventory is updated, and he also schedules annual valuation to make sure every bottle of wine and fine art pieces is accounted for in their policy. With the new purchases, Alvin also brought in a valuer who specialised in mid-century items.

When Darren and Christine's son was accepted into a school in England, they wanted to make sure they were there to help him settle in, so the whole family made an extended trip there to get everything sorted. While they were away, a burst pipe had resulted in water damage and partial trip in electricity. Their high-end kitchen equipment was damaged, several pieces of art and furniture also suffered extensive damage and one of the temperature controls in the wine cellar also malfunctioned, damaging Darren's latest wine purchase from a well-known French winery.

Darren and Christine informed Alvin of the damages and he immediately arranged to head down to their house along with a loss adjuster to assess the damages and subsequently filed and submitted the claim for them. As the couple were not in Singapore, Alvin also made sure to keep them updated of the situation at home, including making the necessary arrangements to commence renovations and to replace the wine and furniture, so they can focus on helping their son settle down, and enjoy the rest of the trip. This had helped Alvin strengthen their relationship – reinforcing his value to the couple and making himself a trusted advisor.

Discover how to add more value for clients at chubb.com/sellinginuncertaintimes/sg

The material presented herein is not intended to provide legal or other expert advice as to any of the subjects mentioned, but rather is presented for general information only. You should consult knowledgeable legal counsel or other knowledgeable experts as to any legal or technical questions you may have. This presentation is solely for informational purposes.

