



Agrical
A McLARENS COMPANY

PRIVATE
CLIENTS



Private Clients

agrical.com/private-clients

About Agrical

Agrical, a McLarens company has been providing premium, independent, specialist Loss Adjusting and Claims Management Services to the insurance sector since 2002. From locations across the UK we serve the insurance industry, Lloyd's and London market and self-insured bodies.

Agrical Private Clients offering

To meet the increasing demand for access to our premium adjusting resource, Agrical has developed its Private Client offering for underwriters and brokers operating within the high net worth arena. This is a natural extension of the core services we already provide and the Agrical Private Client brand reinforces our commitment to respond to client, intermediary and policyholder needs in specialist sectors.

Our Private Client offer encompasses:

- Building Claims
- Contents Claims
- Personal Possession Claims

Given the needs of the High Net Worth market, our expertise covers historic, listed and non-listed properties, contents (including fine art and other valuable possessions), outbuildings, gardens and grounds. Fundamental to our ability to deal with high net worth claims is the adjusting team's understanding of historic and contemporary asset ownership and lifestyles. In addition to a wealth of expertise, Agrical brings empathy to the claims process, ensuring our clients and their policyholders receive the highest possible level of service delivered in a manner which meets expectations.

Our extensive range of technical expertise allows us to take prompt and decisive action in the event of a claim, irrespective of financial dimension or complexity.

The services at your disposal

Our Private Client services include:

- Bespoke damage mitigation
- Building conservation and restoration expertise
- Specialist investigation
- Specialist art loss recovery
- Claims validation and valuation

Our service protocols ensure the highest levels of communication, discretion and integrity. We maintain the objective of providing a resource that can devote dedicated time to a claim without the distraction of other demands on the adjuster and support team.

Business benefits

Discretion, integrity and the highest levels of expertise characterise our Private Client services. Backed by 24/7 access to a dedicated support team providing single point of contact claims handling, 365 days a year, our clients enjoy efficient and effective claims assessment and policyholder support on each claim from an allocated adjuster with 'cradle to grave' responsibility. We can manage cases with uniquely complex, highly specialist, or particularly large losses, exercising the judgement and integrity required to draw upon our network of wider support and expertise as needed. With our in-depth understanding of the asset base, lifestyle and culture of high net worth individuals, we can be counted on to deliver an exceptional standard of service to both client and policyholder.

Case studies

Dinner was lost, but the artwork and character were salvaged

When fire broke out early one evening in the dining hall of a recently re-furbished Grade II listed 16th Century Manor House, our adjuster was called and met with the devastated Policyholder the following morning. Appreciating the sensitivities of the situation, and taking into consideration the amount of high value artwork remaining in the affected area, the adjuster arranged for immediate uplift of the art collection. Also aware of the

property's period features and their vulnerability to the impending inclement weather, arrangements were made for emergency temporary roof coverings to be installed.

Swift action on all fronts not only significantly curtailed the extent of the Insurers' potential liability, but left the policyholder and broker highly pleased with the level of assistance and expert advice provided when it was needed most.