



TALES FROM THE VAULT

COMPLICATED RISKS, CREATIVE SOLUTIONS



SPEED



CREATIVITY



SERVICE



PARTNERSHIP

VAULT GETS INNOVATIVE

Roof Replacement Solution in Colorado

\$216,000 Account Premium

- \$15M Coverage A – California Primary Home
- \$13M Coverage A – Colorado Secondary Home

Customer was facing non-renewal of their entire account with homes located in Colorado and California. The Colorado home was particularly challenging due to the condition of the roof and the client's inability to secure a contractor for immediate replacement. The agent was left desperate after multiple declinations from other carriers, and then they approached Vault.

We utilized the Vault E&S Company to customize a "short-term" policy solution for the client, allowing ample time for the insured to arrange a contractor to replace the roof. Upon completion of the roof, the customer will have the option to rewrite the policy with Vault Reciprocal Exchange under a short-term policy to synchronize effective dates. This will create a seamless process for the customer.

WE'VE GOT YOU COVERED

1959 Palm Beach Home in Need of Updates

\$35,837 Account Premium

- \$2M Coverage A – Primary Home
- \$5M Personal Excess Liability
- Florida Personal Auto Policy

Customer purchased a \$2M, 1959 home in Palm Beach with partial updates to wiring, plumbing, and a 20-year-old roof. The agent was unable to find a carrier that was willing to give any consideration to this risk due to the year of construction and lacking updates. Utilizing Vault E&S, we were able to customize a program that provided limited coverage for the roof, water, and plumbing. As updates are made to the property, coverage can be added accordingly for the customer.

A seemingly desperate situation for the customer was solved with a creative solution from our team.



LIGHTNING FAST TURN AROUND

We are here when you need us most

\$20,000 Account Premium

- \$3M Coverage A – New Jersey Primary Home
- \$2.1M Coverage A – Pennsylvania Secondary Home (vacant)
- \$5M Excess Liability
- Collections

An existing Vault customer acquired a new home via a cash purchase and forgot to advise their agent. The home was to remain vacant indefinitely, making it difficult for the agent to find a solution in the admitted market. Utilizing Vault's E&S solution, we were able to provide and bind terms within 30 minutes for the customer. The policy was written in a "short-term" format to sync the effective dates and integrate billing with other Vault lines making the process seamless for the customer.

The customer was so impressed with our team's responsiveness and willingness to provide a solution, the remaining family members moved their accounts to Vault totaling \$10K in premium.

VAULT HAS A SOLUTION FOR YOU

Creative Solutions for High Value Miami Properties

\$400,000 Account Premium

- \$22M Coverage A – Miami Primary Home
- \$20M Coverage A – Miami Secondary Home
- \$2M Rhode Island Secondary Home
- \$30M Personal Excess Liability
- Florida Personal Auto Policy
- Collections to follow after Fine Art is shipped to FL Home

Customer faced non-renewal for these large Miami TIV's leaving them desperate to find a solution. Despite one of the homes being new construction, the other was built in 1923, adding to the complexity and leaving the customer with virtually no options. Utilizing Vault E&S Insurance Company, the team was able to engineer a program capping windstorm on the 1923 constructed home. The remainder of the account was placed in Vault Reciprocal Exchange and the entire account was packaged on one seamless bill for the customer.

The Vault team was able to step in with a creative solution for the agent and the customer when no other companies were willing to entertain.



CLIENT-FOCUSED SOLUTION

Missouri Home & a Frustrated Customer

\$55,000 + New Business Win in Missouri

- \$17M STL MO Primary home
- 1 driver, 1 private passenger, 6 collectors, 2 rec vehicles
- \$15M umbrella
- No claims, no MVR activity – crystal clean account

Our agent was determined to find a solution for their frustrated customer after their third year of double-digit rate increases from their existing carrier. The only option that the carrier was willing to provide for rate relief was to re-run the customer's insurance score, which could potentially increase their rate. Unsatisfied with this response, the agent approached Vault for the remarket.

Vault was able to review the account and release competitive terms within 24 hours with Vault Reciprocal Exchange. The client-focused, creative solution and white-glove service from the Vault team provided the customer and agent a solution when their existing carrier was not willing to work with them.

ENGINEERING A PROGRAM FOR YOU

A Creative "Mixed Package" Deal for Texas Customer

\$60,000 Account Premium

- \$3M – Primary Home
- \$2M – Secondary Ranch + Collections
- \$15M Excess Liability

A customer was unhappy with repeated renewal premium increases and asked their agent to remarket their entire account. The customer's goal was to eliminate their current multiple carrier solution and broaden the coverage on their two homes, which was complicated due to the wildfire exposure on their secondary property.

Our Vault team was able to engineer a program for the customer using Vault's E&S solution for the Wildfire exposed property and Vault Reciprocal Exchange for the remaining policies. A seamless package utilizing one bill made it easy and efficient for the customer.

The customer was so impressed with Vault's creativity in finding a solution that they referred a neighboring family member. The agent worked with the family member to provide a competitive solution in record time, which ultimately landed the agent a new \$70k account.