

# Our dedicated Private Client claims service

Specialist cover  
for those who expect  
the exceptional



The specialist  
motor insurer

# Delivering claims excellence

## Specialist motor insurance for drivers who demand enhanced protection and exceptional service

When a claim occurs, Private Client policyholders expect more than speed and efficiency. They require absolute confidence, discretion, and expert handling tailored to the vehicles they own and the lifestyles they lead.

That's why we've created a dedicated Private Client claims and engineering team, providing specialist support for both Prestige and Ultimate policyholders. This ensures every claim is managed with the care, expertise, and attention to detail that these high and ultra-high-net-worth clients and their brokers expect.

With 80 years' experience handling complex and specialist motor claims, our teams bring deep technical knowledge and a genuine passion for exceptional vehicles. From rare supercars to high-value, bespoke vehicles, we understand these are more than assets, they represent personal investment, individuality, and lifestyle.

In 2025,  
we paid out  
**99%**  
of Claims

## Getting you back on the road quickly

### Our Private Client Claims service offers

- ✓ 24-hour claims helpline
- ✓ Dedicated team of UK based in-house claims handlers
- ✓ Single point of contact for all of your enquiries
- ✓ Regular updates sent throughout the claim
- ✓ Manufacturer-approved repairer network using guaranteed manufacturer parts and repair methods. This option is self authorising, so no need to obtain an estimate or images
- ✓ Option for policyholder to use garage of choice (non-network repairer).
- ✓ Guaranteed warranty on repairs for five years
- ✓ Up to £2,500 towards a hire car for Prestige clients or £10,000 for Ultimate clients (also available with theft claims)
- ✓ Hire car will be dispatched within 2 hours once agreed





## **An expert team for the most specialist vehicles**

Our specialist claims and engineering teams provide discreet, end-to-end support throughout the Private Client motor claims journey. Every stage is handled with precision and care, ensuring policyholders are returned to the road efficiently, seamlessly and with minimal disruption.



## **Dedicated Private Client claims handlers**

Each Private Client claim is entrusted to a dedicated claims handler, giving brokers and policyholders a consistent, highly experienced point of contact throughout. This continuity allows for a deep understanding of each individual claim, supported by proactive communication and thoughtful updates at every stage of the journey.

The result is a claims experience defined by clarity, reassurance and absolute confidence in the outcome.



## **Experienced engineers**

Our in-house Private Client engineers bring decades of specialist engineering experience, including hands-on work with some of the world's rarest and most iconic vehicles. From the Porsche 959 and McLaren F1 road car to the Ferrari Enzo, Maserati, Aston Martin and Ferrari Testarossa.

This depth of knowledge enables us to deliver authoritative repair guidance across a broad range of high and ultra-high-net-worth client's vehicles. Every decision is informed by expertise, ensuring exceptional standards of attention to detail, efficient resolution and an uncompromising approach to quality.



# Meet your specialist Private Client claims team



**Helen Lewis**  
Private Client  
claims team leader

[helen.lewis@ers.com](mailto:helen.lewis@ers.com)



**Kian Hearn**  
Private Client  
claims handler



**Dana Vincent**  
Private Client  
claims handler



**Craig Callum**  
Private Client  
claims engineer



**Chris Medwell**  
Private Client  
claims handler



**Tom Jones**  
Private Client  
claims engineer

Our specialist claims handlers can be contacted on **0330 0945 326**  
or email [prestigeclaims@ers.com](mailto:prestigeclaims@ers.com) or [ultimateclaims@ers.com](mailto:ultimateclaims@ers.com)



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