



The Essential Insurance Guide
for Valuable Homes & Possessions



Introduction

This guide has been specifically produced to help clients with valuable homes and other possessions decide what factors should be considered when choosing an insurance provider.

In its purest sense, insurance is a promise, and the only time an insurance promise is really tested is when you come to make a claim. Finding out that you have an inadequate policy or provider after you have suffered a loss is likely to lead to one of three scenarios, escalating in severity. You might experience a delay in getting your claim settled, you might only receive a partial settlement or you might even discover that your claim is not covered at all. If the claim is substantial or involves unique assets then this can cause tremendous distress over and above the financial implications.

The aim of this guide is to provide you with the tools to critically assess your needs and your current cover. We hope that it will ultimately remove the unnecessary exposure created by an inappropriate insurance solution.

Topics Covered

- 1 Your Family Home
- 2 Your Household Contents & Possessions
- 3 Your Jewellery & Watches
- 4 Your Art, Antiques & other Valuable Articles
- 5 Your Cars
- 6 The Advantages of using a Specialist Insurance Advisor
- 7 Introducing Quantum
- 8 How We Work



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Your Family Home

For most people their family home is one of their biggest investments. It isn't just somewhere to live, it's an expression of who we are and how we like to lead our lives. For the more discerning client with the larger home, buying off the peg insurance is a fundamentally flawed strategy.

Not all homes are the same. Imagine the differences between a 200 year old listed building and a brand new executive home. They don't look the same, they are not made of the same materials and they are very different to repair. This is why special homes require special insurance; an insurance that will not be brought into question after the loss, an insurance that understands and respects fine homes and treats them appropriately in the event of damage.

It is vital that larger homes are visited by a specialist to ensure that the amount they have been insured for is accurate. As a minimum an external viewing is wise but for larger homes a full appraisal with detailed recording of the home and it's features is vital. This approach guarantees that if there is a claim, no matter how big, there will be sufficient coverage to effect a proper and timely repair.

Most UK personal insurance policies contain two provisions that can pose problems

- An under-insurance clause that can proportionately reduce the claim if the amount of cover purchased is insufficient. Imagine having to contribute 20% of the repair cost after a fire?
- The ability for the insurer to dictate who repairs your home and where you live if you have to move out during the repair process

Arranging insurance for the right amount and understanding exactly how an insurance policy will respond in the event of a claim will help you decide if it is right for you.

To discuss your home insurance needs please email us on guide@quantumplc.com or call us on **0870 402 1900**



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Your Household Contents & Possessions

Very few people go through a process of evaluating the total current replacement cost of all of their household contents and possessions. This is why 4 out of 5 don't buy enough cover.

In the event of a small loss this is unlikely to create a significant problem, however in the event of a serious loss under-insurance can occur with the same implications mentioned earlier in this guide.

Spending a little time when you first arrange your cover to assess your needs will be a wise investment if you suffer a serious loss. Reviewing the numbers every couple of years is similarly prudent.

Most UK policies contain inner limits for single items or for collections of what they deem to be valuables. Some policies claim to offer unlimited cover but when you come to make a claim they can be far from unlimited.

Another key consideration when insuring contents and possessions is the extent of choice you will have when it comes to making a claim. If you are happy to be told how your claim will be settled, for example who will carry out repairs, replace damaged items or what you will be paid then a standard policy is sufficient. If you would like to have a say in this then you will need something more bespoke.

To discuss what your contents and possession insurance should look like please email us on guide@quantumplc.com or call us on **0870 402 1900**



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Your Jewellery & Watches

When insuring your jewellery, watches and other valuables there is a key question to ask any prospective insurer: "How will my claim be settled?"

Standard insurance suits standard items but if you have something more valuable or unusual then there are three key things to try and do:

- Where possible, look to agree upfront how much will be paid out in the event of loss or damage
- Select a policy where you are allowed to choose who carries out repairs to damaged articles
- Choose a policy where you can 'cash-out' any valuables claim and take a full payment without deductions

For your most treasured items having a policy that allows you to choose the claim process, rather than the insurer, can be priceless.

To learn more about cover for jewellery and watches please email us on **guide@quantumplc.com** or call us on **0870 402 1900**



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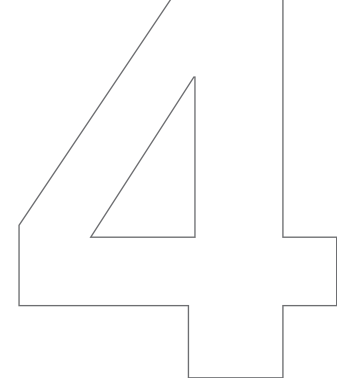
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Your Art, Antiques & other Valuable Articles

Art, antiques and other valuable articles are often acquired over many years and can reflect a hobby or passion.

Similar to insuring jewellery and watches and to avoid disappointment you should:

- Where possible, look to agree upfront how much will be paid out in the event of loss or damage
- Choose a policy where you can 'cash-out' any valuables loss and take a full payment without deductions
- Select a policy where you are allowed to choose who carries out repairs to damaged articles
- Ensure that diminution cover is included. This compensates you for a reduction in the value of an item following repair

To discuss your art, antiques and other valuable articles please email us on **guide@quantumplc.com** or call us on **0870 402 1900**



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Your Cars

Car insurance is a very emotive subject and probably the most price orientated aspect of personal insurance. However, like most things in life, there are good and bad insurance policies and it is wise to know what you are getting for your money before the accident happens. The three most common problem areas we have encountered in motor insurance are hire cars, total loss settlements and driving rules.

- If you need a car to function every day then a hire car is vital, check whether this will be a comparable model or a very basic runabout
- Agreed value cover will lock in your settlement figure, this is particularly important if you have leased the car or have substantial financial obligations
- Knowing who can drive your car and who cannot is vital. In addition to potentially facing a repair bill, uninsured driving carries significant penalties

Price is certainly a factor when arranging car insurance but understanding your cover and having the ability to insure all of your cars, including classics and motorcycles, on one policy can create huge time efficiencies.

To discuss your car insurance needs please email us on guide@quantumplc.com or call us on **0870 402 1900**



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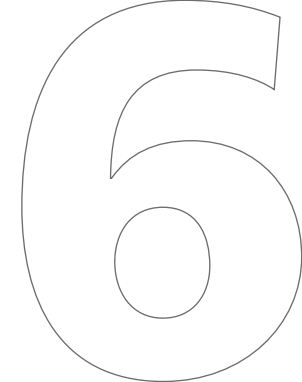
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The Advantages of using a Specialist Insurance Advisor

We hope that this guide has demonstrated there are a number of things to consider when arranging your insurance. The process can be strewn with pitfalls and quality advice from a specialist is vital. This is where an insurance broker adds real value. A broker will:

- Help you work out the amount of cover you need and review this on a regular basis
- Recommend an appropriate insurance provider based on your specific needs
- Negotiate the price you pay with the insurance company
- Advise and support you in ancillary areas such as risk management and asset valuation
- Chaperone any claim so that you receive a full, fair and speedy settlement

We all know that personal insurance can be purchased online but can the **right insurance** be bought online? Where the assets involved are considerable we don't think so.

If you don't have a specialist broker or your current broker isn't doing these things for you then maybe it's time for a change. Turn the page to learn more about our approach.....



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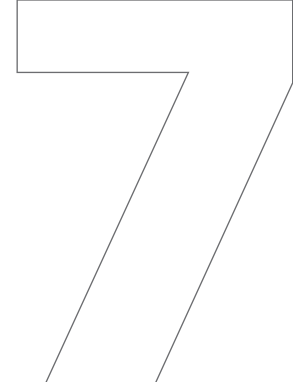
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Introducing Quantum

At Quantum, we only do one thing: we manage the personal insurance affairs of affluent clients with more to protect. Our clients tend to have similar characteristics which can include:

- Living in the most desirable properties in the best areas
- Having homes that are fitted and furnished with high quality items
- Possessing higher value items across a broad range of categories
- Driving prestigious cars
- Owning more than one property

Whilst our client's individual circumstances differ, they do have one common demand: they expect a high level of personal service from a partner that understands their assets and their lifestyles.

A partner that is able to create and manage their affairs efficiently, without fuss and with a 'can do' mentality.

With these things in mind Quantum has created a niche offering that does three things:

- Merges all of a clients personal insurance needs in to a single portfolio
- Gives every client a personal client manager that is on hand to manage all aspects of that portfolio
- Uses specialist insurance products that provide market leading coverage and claim service from financially robust insurers



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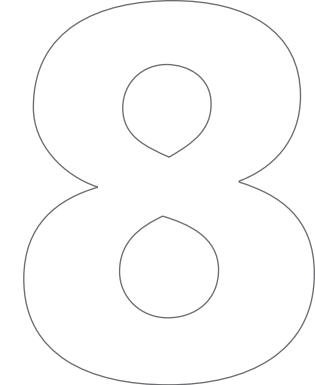
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How We Work

At Quantum we don't have a call centre and never will. We believe that the only way to serve our clients properly is by delivering a consistently high level of service and by understanding their lifestyle and assets. This cannot be done by an army of 'operators' located on a different continent. All of our clients have a dedicated private client manager whom can be contacted directly by telephone or Email. All Quantum client managers are capable of efficiently dealing with the insurance for all of the assets detailed in this guide. This isn't the only way in which we are different:

We meet with most of our new clients to gain a complete understanding of their personal assets and their lifestyles. This meeting is done at a time and place convenient to the client; home or office, early or late, we work around your lifestyle to make the entire process as simple and efficient as possible.

Quantum clients have access to heavily discounted valuation partners that specialise in certain areas. We co-ordinate hundreds of valuations each year for our clients, the most common areas where specialist advice is sought are jewellery, watches, art, antiques, classic cars and fine wine.

In an industry obsessed with price and costs, Quantum has created an offering that focuses on blending unrivalled products and consistently reliable service to create genuine value.

Our biggest source of new clients is existing client recommendations. We also work with a network of professional introducers committed to providing their clients with the best possible service.

To speak to a specialist or book your personal review please call us on **0870 402 1900** or email us on **guide@quantumplc.com**

Visit www.quantumplc.com or call us on 0870 402 1900 to speak to a specialist.



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