



CLAIMS OVERVIEW

We started Vault because we believe there is a better way. For every customer, each claim and each situation is unique. At Vault, we know that the time of a claim can often be traumatic and frenzied. You can rest assured that our customers are never treated like a number. We understand urgency and we are committed to being there every step of the way. You'll always speak to a human and we will immediately deploy services to help with everything from water clean-up and emergency repairs to roof-tarping to help get the recovery process underway.

Vault is the new standard in personal insurance.



AVERAGE RESPONSE TIME
AFTER A CLAIMS NOTIFICATION



<1 HR

AVERAGE YEARS OF EXPERIENCE
ON CLAIMS TEAM



15+



FAST



FLEXIBLE



CREATIVE



COMMITTED

HAVE YOU HEARD?

Vault client was blown away:

"I am dealing with two other insurance companies for family claims. Vault is so superior in service, response, communication, and attitude. It's amazing."

- RAYMOND POWELL

Stuart and Linda raved about how fast we took care of business:

"We cannot say enough positive things about Vault. We had a flood & the adjuster response was immediate. Had someone come out here in 45 minutes! The wheels started turning quickly and they couldn't be nicer or more accommodating. The assessment & payment was quick and more than fair."

- STUART AND LINDA KAMINSKY

Andrea was so impressed she sent us a thank you note before her repairs were even complete:

"We cannot thank you enough for the incredible service we have received so far from Vault. When I tell people about our experience and interactions, they can't believe it and want to know who our insurance company is. We are actually (almost) looking forward to the process!"

- ANDREA LIEBERMAN



THOUGHTFUL, DYNAMIC, SIMPLE - BUILT AROUND YOU.



Our claims adjusters are empowered to do what it takes to make a difference for

our customers. We are out of the claims payment business. We are in the life recovery business.

- **PETER PIOTROWSKI**
CHIEF CLAIMS OFFICER

HAVE YOU HEARD?

One of our amazing broker partners:

"You guys are going way beyond expectations."

- SCOTT GRAMLING

Lewis sent a note to his claims adjuster, Bryan:

"Thank you for such great customer service! My agent told me I would be impressed with how Vault responds and boy was that an understatement. After being with other companies you have reset the benchmark."

- LEWIS NERMAN

Dan wrote this to his broker:

"I do not know what divine wisdom led you to recommend Vault Insurance for our homeowners coverage, but do it for all of your clients. As you know we recently had a water leak which resulted in some major, horrific damage. The Vault claims team has been unbelievably professional and customer oriented. Thank you."

- DAN FAZZINI

About Vault

Vault is the new standard in personal insurance, committed to delivering a client experience where every detail and interaction is thoughtful and unique. Vault builds strong relationships that give clients a feeling of being taken care of before a claim even happens. The tenacity of a startup, backed by the financial and operational support of Allied World, and led by industry veterans - Vault is a better way to think about insurance.

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