



Berkley Luxury Group
| a Berkley Company

CATASTROPHE “DISASTER PREPAREDNESS” ALERT



When the forecast predicts severe weather activity, we want to remind you Berkley Luxury Group (BLG) has Disaster Recovery and Preparedness Plan to maintain our business operations and meet the needs of our customers.

In the event of a severe weather or a natural catastrophe, the Claims staff at BLG is poised and ready to help you and your clients manage any potential claims that may arise. Please note we have taken steps to secure and mobilize additional field services resources to respond to claims as quickly as possible:

- 24/7 Claims Reporting
- CAT Adjusters deployed in advance of a storm to speed response time to loss location

To report a new claim during our normal business hours of 8:00 a.m. to 4:30 p.m. EST, email to:

firstreports@berkleyluxurygroup.com

To report a new claim outside of our normal business hours, please contact our 24/7 Emergency Call Center:

[\(866\) 338-3098](tel:8663383098)

Visit the Berkley Luxury Group website (www.berkleyluxurygroup.com) for additional information in advance of and during a catastrophic event.



To serve the needs of our clients as quickly as possible in a catastrophic event, the Claims Team has partnered with additional field resources in advance of the pending storm. To avoid a delay in assigning a loss to a field adjuster, please report all losses to BLG as quickly as possible to aid field assignments and coordinate on-site appointments with insured's. This will also allow the Claims Team to track assignments for brokers to update records and maximize our field investigation service to our clients.

Our dedicated Claims Staff is available to serve the needs of our customers. Please don't hesitate to contact our Team at the numbers below if you require immediate assistance:

Name	Title	Email	Phone#
Richard H. Starkie	Sr. VP-Claims	rstarkie@berkleyluxurygroup.com	201-518-2568
Lydie Zahabian	Casualty Claims Manager	lzahabian@berkleyluxurygroup.com	201-518-2520
Richard Mauro	Property Claims Manager	rmauro@berkleyluxurygroup.com	201-518-2580
Jay Vigneaux	Executive General Adjuster - Property	jvigneaux@berkleyluxurygroup.com	201-518-2518
Sharon Hayes	Sr. Property Claims Analyst	shayes@berkleyluxurygroup.com	201-518-2513
Robert Buchert	AVP Liability Claims	rbuchert@berkleyluxurygroup.com	201-518-2517
John Ferrentino	Sr. Casualty Claims Analyst	JFerrentino@berkleyluxurygroup.com	201-518-2519
Eugene Frank	Sr. Casualty Claims Analyst	EFrank@berkleyluxurygroup.com	201-518-2578
Lisa Rankin	Sr. Casualty Claims Analyst	lrarkin@berkleyluxurygroup.com	201-518-2554
Lynn Escalona	Claims Assistant	AEscalona@berkleyluxurygroup.com	201-518-2511
Rita Gadaleta	Claims Assistant	RGadaleta@berkleyluxurygroup.com	201-518-2577
Mercedes Perez	Sr. Multi-Line Claims Analyst	mperez@berkleyluxurygroup.com	201-518-2512
Rebecca Lee	Sr. Property Claims Analyst	relee@berkleyluxurygroup.com	201-518-2558
Kristy Houston	Claims Assistant	khouston@berkleyluxurygroup.com	201-518-2537

Here are some key links for you and your clients to help you prepare and monitor potential storm activity:

- <http://www.nhc.noaa.gov>
- <http://www.fema.gov/>
- <http://www.redcross.org/>
- <http://www.ready.gov/hurricanes>

The BLG Claims staff has an average of over 25 years of claims experience and is dedicated to providing you with "White Glove Service" to restore our insured's to pre-loss condition as quickly as possible. Rest assured that your claims will be handled quickly, professionally and with the highest degree of service that you have come to expect from us.

We thank you in advance for your anticipated cooperation and for your business and continued faith in Berkley Luxury Group.