



INSURANCE BROKERS TALK ABOUT GNY PROPERTY CLAIMS HANDLING



“We got involved with GNY when they first started writing in Massachusetts, I think it was in the early 2000s. What impressed me right away was their willingness to work with us, take any concerns seriously, and act upon them quickly. I guess ‘respect’ is the word that comes immediately to mind—they clearly respect us, respect the client, respect our needs. They really listen, and do whatever they have to do to get our clients’ property claims paid quickly and fairly.

“Personally I can’t say enough about GNY’s claims staff and how they do business. They are one of my favorite companies to work with. We’ve grown together and I know it’s a partnership that will keep on growing in the future.”



Cindy Beaudin
Claims Manager
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“Today, we have a good size book of business with GNY, mostly condos. We work with other carriers as well. Do I see a difference in how GNY handles property claims? I do. Others are good too, but the ease of working with them I think is unmatched. I can pick up the phone and make a call and I’m talking to a live adjuster and discussing a claim right away. You don’t always get that accessibility with other carriers. That’s a great thing for me. Especially when I have to get back to my property managers when they’re inquiring about something. They’re my clients and I need to get back to them with answers right away, not days later. And GNY has that ease of accessibility that lets me do that.

“They are especially great in crisis mode, and really work calmly and effectively to get things done. Like when we had what was probably the worst loss of any I’ve seen in my career—a huge electrical fire that destroyed a whole condominium, and all the tenants had to be moved out and put up elsewhere. GNY had experts out there right away, they were expediting everything so that we could get people back in their homes as quickly as possible, and they were constantly in touch with me and keeping me posted. They pushed all the right buttons from start to finish. It was a terrible situation, but they handled it so professionally. They really took care of us and our client was very pleased.

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“Here’s another example—the winter of 2015 in Massachusetts. It was the worst winter I can ever recall; I think we got something like 1400 claims for our clients, where a typical bad winter might be more like 300-400. A large number of the claims were handled by GNY, and they really got things done. It can be a real challenge when dealing with so many separate, individual unit owners, but they got in there fast and were able to get checks out quickly. I just can’t say enough about how professional, accommodating and how easy they are to do business with.

“Another thing I like about GNY’s property claims handling is that they are very fair and responsive. Mistakes happen, and sometimes there can be a discrepancy between what the adjuster says and what the client is telling me. Like maybe a measurement is off or it’s a better grade of carpet than is being estimated or something. Really, with GNY, to fix it it’s just a phone call. Get them the documentation and they take care of it, right away, I don’t have to ask twice. Same thing with any other issue. They address it fast and come up with an honest solution. If a payment hasn’t been executed, or something else hasn’t been taken care of, I call, and in 24 hours it’s usually resolved.

“I’m just one agent, one customer, but in all our dealings they make me feel like I am very, very important. They really accommodate me and my clients very well.

“To be honest, they weren’t always this great—when we first started working with them, 15 or so years ago, I remember them being a little slower to get checks out than we would have liked, and that’s a pet peeve of mine. But they quickly got better and better, and now they are just the tops. We frequently see 30 day payments even in big crisis situations. That is just outstanding.”



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