



NEIL
DIAMONDS

Ensuring the Satisfaction of the Insured



**A NATIONAL JEWELRY REPLACEMENT VENDOR
ESTABLISHED IN 1949**

SERVING THE INSURANCE INDUSTRY FOR OVER 30 YEARS

Why Choose Neil Diamonds For All Your Jewelry Replacement Claims?



- Competitive advantages
- Dependable and trustworthy reputation
- Successful replacement process
- Unique service programs and features
- “Commitment beyond compare”
- 3 promises



Competitive Advantages



- Prominent jeweler and insurance replacement experts
- Proven replacement process
 - FREE estimates and bids on salvage
 - Wholesale pricing
 - Close files quickly
 - National provider
 - Ability to help 'flush out' fraud
- Personalized customer care



Dependable and Trustworthy Reputation



- **Celebrating 60 years in business**
 - Opened doors in NYC Diamond District in 1949
 - Family-owned and operated
- **Respected by nationally-recognized insurance companies**
 - Travelers
 - Liberty Mutual
 - Allstate
 - Encompass
 - New Jersey Manufacturer's



Successful Replacement Process



- **All quotes are FREE**
 - Estimates delivered same business day
 - Electronic claim form on website
- **Single point-of-contact for all jobs**
 - Acknowledge assignments same business day
 - Contact policyholder same business day
 - Daily electronic updates to adjusters



Successful Replacement Process (cont'd)



- Provide the following upon completion:
 - Internationally-recognized Gemological Laboratory Certificate
 - Color photograph
 - Appraisal
- Send invoice with proof of loss to adjuster
- Send new appraisal to sales agent
- Guaranteed 100% satisfaction



Unique Service Programs and Features



- **Multi-million dollar inventory**
 - All diamonds are GIA or EGL-certified
 - Hand-selected by gemologist
 - Extensive supply of loose, larger-sized, rare, precious and semi-precious stones
- **Laser Inscription**
 - FREE way to protect and personalize jewelry
 - Imprint with ID number, store logo and/or custom message
 - Used by top gem dealers worldwide
 - Completely safe; microscopic



Unique Service Programs and Features (cont'd)



- **NYC Diamond District location**
 - Wholesale pricing
 - Same-day service for policyholders in the area
 - Showroom in NJ, just 30 miles away
- **Express Mail Service**
 - FREE process to send items for inspection
 - Pre-paid, pre-addressed and pre-insured (up to \$25,000)
 - Ability to handle jobs in all 50 states
 - Fast turnaround



Unique Service Programs and Features (cont'd)



- **Salvage program**
 - FREE quotes
 - Most competitive offers
 - Fast cash to close file quickly
- **Diamond stud replacement specialist**
 - Create a perfect match
 - Reset existing diamond for FREE
 - No need to cash out for full value of pair
 - No need to sell one earring for low salvage



Unique Service Programs and Features (Cont'd)



- **Huge Estate jewelry collection**
 - Vintage pieces from every era
 - Superior workmanship
 - ✦ Restoration services; old-mined stones
 - ✦ Hand-crafted replicas from picture or description
- **Enhanced website**
 - Electronic claims form
 - Online showroom



“Commitment Beyond Compare”



- **Treat each loss with personal care**
- **Consistent service on all jobs**
 - Adjusters prefer us
 - Unsolicited policyholder testimonials
- **Special handling without leaving home**
 - In-person visits to NY, NJ, CT, PA, MD and DE
 - Accommodate requests outside Northeast as well
 - Unconventional business hours
 - ✦ After 6pm
 - ✦ Weekends
 - Express Mail



3 Promises



- **Our genuine guarantee....**

“Never any obligation, and always highly personalized service until the job is completed.”

- **Our honest approach....**

“Apply ethical business practices to ensure our name is synonymous with quality jewelry replacement services.”

- **Our sincere expectation....**

“A positive experience for policyholders will translate into your company keeping the premiums on future claims.”

