

The Purse Pilferer's Plot

BOP claims scenario

Kelsey, the owner of a successful women's clothing boutique, decided to expand her product offerings by introducing a popular, high-end bag brand.

One busy day at the store, a customer approached Kelsey and requested to look at a few of the bag options. While Kelsey assisted the customer and took the bags out of the secured case, another customer accidentally knocked over a clothing rack. Concerned about the customers' well-being, Kelsey promptly rushed to assist and ensure they were ok. Unfortunately, during this commotion, the customer she was helping with the bags took off with two purses and three wallets.

Thankfully, after acquiring the new brand, Kelsey reviewed her Business Owners Policy with her insurance agent. As part of her policy, Kelsey's agent suggested coverage for inventory theft. This proved to be invaluable as it allowed Kelsey to replace the stolen products and continue offering the sought-after bag line to her valued customers. Without the protection provided by her insurance, Kelsey would have faced a significant financial loss due to the stolen items, potentially jeopardizing her business.



From Bike Selection to Liability Protection

General liability claims example

Jordan owns a bicycle shop that specializes in high-end road and trail bikes. One day, his friend Marc came into the shop to start a new hobby: road racing.

Unbeknownst to Jordan, Marc had no prior experience riding a bike. Jordan assisted Marc in selecting a suitable model and accompanied him outside to test the bike. Unfortunately, Marc lost balance and fell hard on his wrist, resulting in a fracture and damage to the bike. As a result of the severity of the injuries, a liability claim was initiated.

Thankfully, Jordan has a general liability policy that covers the accident and the damage to the bike. The policy paid for Marc's medical expenses and replaced the damaged bike. Without insurance, Jordan would have been responsible for all the fees out of pocket, potentially causing a significant financial burden.



Plot Twist

Cyber attack claims scenario

Harper owns a successful bookstore where she runs a book of the month club. As part of that club, customer data, including credit card information, is stored in her computer system so they can be charged for their monthly membership.

One morning, Harper went to log on to her computer system and noticed a ransom message on the screen demanding a large sum of money in exchange for her customer information.

Thankfully, Harper worked with her insurance agent upon opening the bookstore and ensured she had insurance specific to her needs, including cyber insurance. As part of her coverage, a cyber team investigated the attack.

Harper's cyber insurance policy covered the expenses for notifying affected customers and providing credit monitoring services. The policy also covered the loss of income from her business being shut down due to the attack. If any affected customers filed claims, the cyber insurance policy would have also covered the legal fees and potential settlements.

Without cyber insurance, Harper would be responsible for paying these expenses out of pocket, potentially causing significant financial strain.



Robo-Dogs Gone Wild

Workers compensations claims scenario

Louis owns a popular toy store that specializes in handcrafted toys. One day, Louis' employee William was stocking the shelves with the latest hot seller, a robot dog.

While stocking the highest shelf on the top rung of the ladder, one of the robot dogs started barking, setting off a barrage of barking robots. The barking startled William and caused him to fall off the ladder, injuring his back.

Thankfully, Louis worked with his insurance agent to ensure he had the right insurance coverage for his small business, including Workers' Compensation insurance.

Louis' comprehensive policy covered not only William's medical expenses but also his lost wages, ensuring William was fully taken care of until he was ready to return to work.



The claims scenario is strictly documented for illustrative purposes only and provides an example of what a policy could cover. It is intended to provide a general overview of the program described. Please remember only the insurance policy can give actual terms, coverage, amounts, conditions and exclusions. Program availability and coverage are subject to individual underwriting criteria.

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