

*Successfully
resolving
environmental
claims*



AMBROSE
Environmental Management, Inc.

Master the Details™



The Personal Touch

At Ambrose, we believe that human management problems require human solutions. Environmental claims require someone to physically appear on the scene, so we take a hands-on approach that delivers customized service for every client. That means that we personally interact with the individuals involved in a claim. We talk to them — and you — rather than communicating impersonally via e-mail or voice mail. And when you call our office, anytime of day or night, you will get a human being on the other end, not an electronic menu or voice mail.

Keeping You in the Loop

Have a question about your claim? Call us. A person will answer the phone and, if they can't answer your question, they will connect you directly with the person who can. Because our veteran field claims managers, with whom you will interact directly, are personally involved with every aspect of your claim, they can provide all the details you need at any time.

Efficient and Cost Effective

Besides enabling a fast, appropriate response using our network of Preferred Providers, PPONet™ provides statistical information that we use to contain the costs of environmental claims. We adjust and track bills for equipment and personnel usage throughout the entire process, applying proven principles of medical care cost reduction to the environmental arena. PPONet™ gives you national emergency response and national guaranteed costs.

Learn how to
Master the Details

1.888.556.4734
www.ambrose-env.com

Master the Details

When you're faced with managing environmental claims, leave the details to the professionals at Ambrose Environmental Management. Since 1991, we've managed over 8,000 claims, making life a lot easier for insurance personnel. One phone call is all it takes to put to work for you our extensive expertise in environmental risk assessment, loss control and claims management in the Northeast.



I have asked Ambrose to handle our claims for many years. Super staff, each and every one of them! Very knowledgeable and very responsive. They have turned an impossible situation into a manageable one in a snap.

— Susan Sylvester
Regional Claims Manager
Central Mutual Insurance Company

A Strategic Partnership

Our mission on all claims is to advocate for the insurance carrier and insured's best interests throughout the claims process. We do this by conducting extensive cause/origin and liability investigations, assessing site conditions, developing a comprehensive plan and managing the claim to successful completion. Our site managers make sure work is performed correctly, on time and within budget. At every step in the process, you remain informed.

Cliff Ambrose is my right-hand man on these types of losses. He and his firm are easy to work with, very responsive and extremely knowledgeable.

— Steve Kreidberg, Claims Specialist
Home Office Environmental Claims
OneBeacon Insurance

A Single Point of Contact

Investigating/managing environmental incidents requires close and effective coordination with local, state and federal agencies; insurance company personnel, the insured and claimants; legal staff; as well as those actually cleaning up, the environmental engineers and service contractors. Ambrose reduces this complex network to a single point of contact for you. You no longer have to waste your time interfacing with regulators, answering claimant questions, or seeking out and managing contractors. Most importantly, you maintain control with a bird's eye view into the process at any time.



24/7 Response

When an environmental incident occurs, there's no time to waste. We provide an on site response within two hours, 24 hours a day, seven days a week. Our nationwide, toll free hotline enables direct claims reporting, further speeding the process.



Prompt Claims Closure Equals Big Savings

We close 75% of claims within 60 days, reducing claims adjusting costs and saving our clients a whopping 15% on average. So not only do you relinquish the headaches of claims management when you hire Ambrose, you measurably improve your bottom line.

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Ambrose has excellent field personnel who stay on top of claims, so we're kept informed about progress and costs. That and their prompt claim resolution has made hiring them very cost-effective.

— Thomas Dumont
Assistant Vice President, Claims
Lancer Insurance Agency

Included in Our Block Pricing Hourly Rates Are:

- 24/7 telephone claim reporting
- New claim acknowledgement verbally and via email within two hours
- Site visit hourly rate to include:
 - Cause and Origin investigation
 - Immediate response/coordination/oversight of remediation efforts without commitment to accept liability
 - Travel up to 2 hours
 - Mileage
 - Administrative Costs
 - Insurance
 - Telephone
 - Photographs
- 7 day status report via email (included in travel time/cost)
- 30 day fromal report via email (included in travel time/cost)

Who We Are

Since 1991, Ambrose has provided cost-effective, specialized claims management services to the insurance and petroleum market industries throughout the Northeast, including New England, New York, New Jersey, Pennsylvania, Delaware, and Maryland. Additionally, Ambrose assists insurance companies with claims nationally. When you hire Ambrose to Master the Details, you get a complete claims resolution team that provides for you:

- A single point coordinator
- Timely claims closure
- Significant cost savings

One phone call is all it takes to put to work our extensive expertise in environmental forensics, loss control and management of environmental claims in the Northeast.

Learn how to ***Master the Details***

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While clearly representing the interests of the insurance carrier, Ambrose consistently demonstrates a sense of fairness for the insured and for project contractors. ENPRO is proud to meet the high standards set and demanded by Ambrose.

— David Cowie
Owner and Chief Operating Officer
ENPRO Services, Inc.



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