

Customer Success Story:

The Case of the Judd Statue

The Situation

An adjuster called on contents claims experts to consult on the appraisal, conservation, and diminution of value of a Donald Judd statue that fell from its wall mount and was dented when it struck the floor. Judd statues are geometric in shape, many resembling boxes of various sizes and proportions, and typically sell for \$1M plus.

Cracking the Case

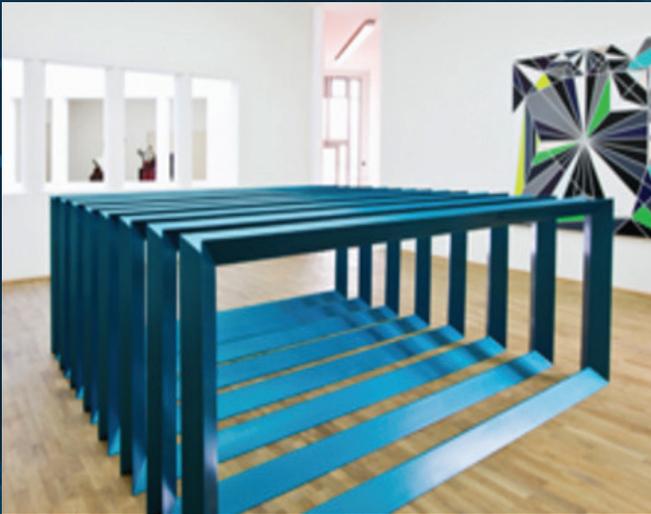
After an initial inspection, the contents specialists concluded the nature of the dent could be greatly improved by a highly skilled conservator; however, we also determined that it would be unlikely for all evidence of the dent to be reversed. To the contrary, given the importance the art market places on the meticulous construction and attention to detail which is the hallmark of Judd's statues, we fully anticipated some diminution of value, which could only be fully evaluated post conservation.

To be of assistance to the owner, contents experts identified the conservator the Judd Foundation has the most faith in to make such repairs.

The Result

The owner ignored these recommendations and chose to work with a different conservator. Upon notification that the conservation work was completed, the contents team scheduled a re-inspection. Closely examining the area of the dent, experts found absolutely no remaining evidence of the dent--but, while examining the substructure, the contents team began to realize something was wrong. They were in fact inspecting nothing more than a well-executed replica of the original statue, being represented as the authentic Judd.

If it had not been for the contents teams' painstaking attention to detail, noticing the fabricator's failure to replicate original construction details, the true nature of this statue still might only be known to those perpetuating the charade.



The Challenge:

A dented Judd Statue

The Solution:

Enservio Select™

The Results:

- We created an exhaustive image study of the statue during its initial inspection
- Conservators “repaired” the dent
- We revealed it wasn't repaired, but replicated-with zero value

About Enservio:

Enservio works on the biggest challenge in property insurance – what's inside. We provide a complete suite of software and service solutions to help property insurance carriers price their policies correctly, settle their contents claims quickly and accurately, pay their claims, and help policyholders get their stuff back. Founded in 2004, we are headquartered in Needham, MA, with offices and professional staff across the United States.