



The Challenge:

Damaged large diamond insured for several million dollars

The Solution:

Enservio Select™

The Results:

- Minimal weight loss in recut
- As part of a large, rare stone, the per-carat value balloons tenfold
- Approximately \$200,000 per carat of loss

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.

Customer Success Story:

The Case of the Big Rock

The Situation

Occasionally a contents consultant may work on a loss involving very expensive gems. Because of privacy concerns, we will not discuss the specifics; but we can share that the diamond was insured for several million dollars. This large diamond, or “rock” as some would say, registered between 10 and 20 carats—with both incredible clarity and color. The problem? It was damaged.

Cracking the Case

Today, stones of this type are almost universally “certificate” stones, meaning an independent agency has inspected the stone in a lab and has graded the stone, issuing a certificate documenting the grading. In addition to establishing the stone’s weight, the stone is graded against established standards for color, clarity, and cut. It is inscribed with an ID and a certificate is then issued a certificate displaying the ID. Beware: Not all certificates are born equal! Just as different teachers grade differently, it is always important to compare stones graded by the same lab and understand that two stones with identical grades from two different labs may vary in quality and price.

The Result

In this case, the size and location of the damage was as “fortunate,” as such damage can be—resulting in a recut gem with a somewhat minimal loss of weight (of less than a carat). A single stone of the same color and quality weighing one carat would cost \$22,000. Would the loss be equal to the value of this one carat stone? A carat is a carat, isn’t it? Because this carat happens to be part of a large, rare stone, the per-carat value balloons nearly tenfold to approximately \$200,000 per carat.

I cannot tell you the actual dollar amount of this loss, but I can tell you that losing less than a carat in the recut results in a loss in value of more than the average value of a home in Atlanta, Georgia.