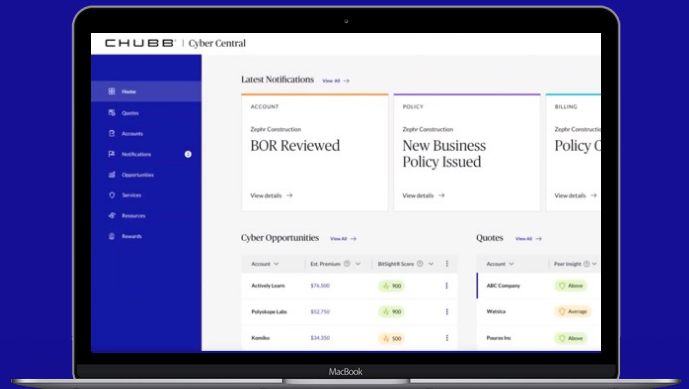


# Your simple guide to our nimble platform



## PART ONE: FAQs

### The fundamentals

01

#### How do I access Cyber Central?

Go to [cybercentral.chubb.com](http://cybercentral.chubb.com) and use your existing Marketplace credentials to log in. If you can't remember your password or have access issues, simply follow the instructions on the site.



05

#### Would I get different quotes or appetite in Cyber Central than Marketplace?

No. Cyber Central uses the exact same underwriting rules and pricing as Marketplace, in accordance with state law.



02

#### I focus mainly on cyber business. So should I use Cyber Central?

Yes. We interviewed many agent and broker Cyber specialists and designed the site specifically to meet your needs in a fast-paced market.



06

#### Will my Chubb Rewards be carried over to Cyber Central?

Yes. Your Chubb Rewards points will continue uninterrupted in Cyber Central. No matter which platform you quote on, you'll always receive credit for your hard work.



03

#### I currently phone my quotes in. Why should I switch to Cyber Central?

Cyber Central not only offers quick quoting and cross-sell leads, it provides a wealth of resources - like quick eSignature form requests and sharable marketing brochures.



07

#### If I started a quote in Marketplace, can I finish it in Cyber Central?

Yes, you can find your quotes and accounts in both Marketplace and Cyber Central - even quotes that are in progress.



04

#### What if I quote other lines beyond Cyber?

Cyber Central is intended for agents and brokers focused on Cyber, Technology, and MPL exposures, but if you are quoting multiple lines of business, you will want to continue using Marketplace.



08

#### How do I manage my notifications in Cyber Central?

Simply click "Profile" in the upper-right hand corner of the homepage. Then go to "Settings" to adjust your notification preferences.



## The finer details

01

### If I start using Cyber Central, what happens to my open quotes and existing accounts?



All open quotes and existing accounts for Cyber ERM, DigiTech® ERM, and Pro ERM<sup>SM</sup> are viewable in Cyber Central.

Clicking on an open quote in Cyber Central will typically open the quote on the platform, where you'd be able to edit or request issuance.

However, quotes that were started in Marketplace as a "simple" quote may link you back to Marketplace to edit or request issuance.

02

### How do cross-sell opportunities work?



If your agency or brokerage sells Business Owner's Policies (BOP) through Chubb, we pre-screen those same organizations for Cyber insurance – and show you which ones are a strong opportunity.

You'll see up to six of these opportunities on the homepage and a larger list of opportunities on the "Opportunities" tab.

03

### How do batch quotes or indications work?



Batch indications or batch bindable quotes are available to help you with book-roll, consolidation or other opportunities where you need to quote more than 30 accounts at once.

Simply download our spreadsheet, fill in the required information, and upload it to the site. A Chubb representative will contact you within two business days to discuss your quoting goals.

The representative can give you pricing indications\* or can bind quotes in Cyber Central. Here, you can then create quote proposals or request to bind.\*\*

04

### What does the BitSight® score mean?



It's a quick summary of how vulnerable your client may be to cyber risks.

We share risk information about the insured or prospective insured organization, including information powered by BitSight®, a third-party cyber security company. They use externally observable data based on analysis of the website URL provided by you.

05

### Does Cyber Central still allow me to select the Chubb Client Service Center to service my account?

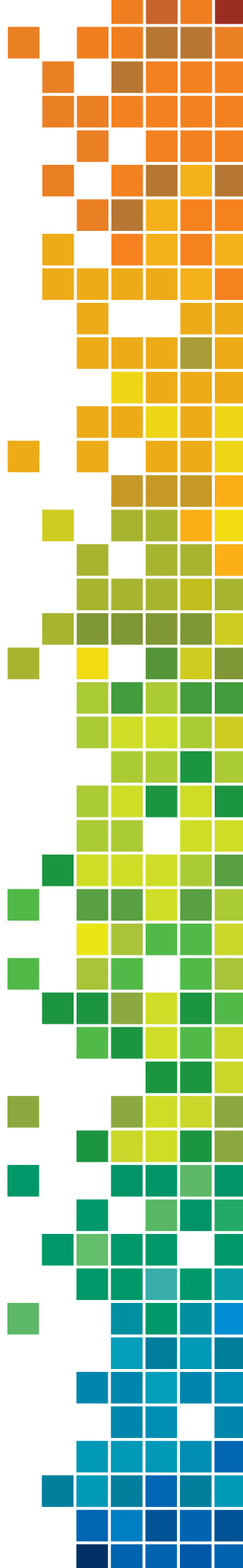


Yes. We can save your agency time by servicing your accounts through the Chubb Client Service Center for just a 2% reduction in commission.

You'll continue to have the option to select the Chubb Client Service Center when requesting issuance of a policy in Cyber Central.

\* Indications are not a bindable quote and are subject to additional underwriting verification.

\*\* Please note that we do not support batch indications or quoting for Pro ERM<sup>SM</sup> at this time.

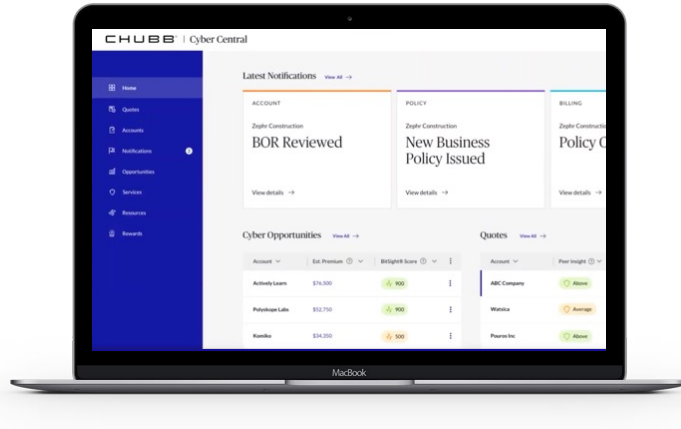


## PART TWO: PLATFORM WALKTHROUGH

Here's a breakdown of the site's key pages and how they can help you

# 01

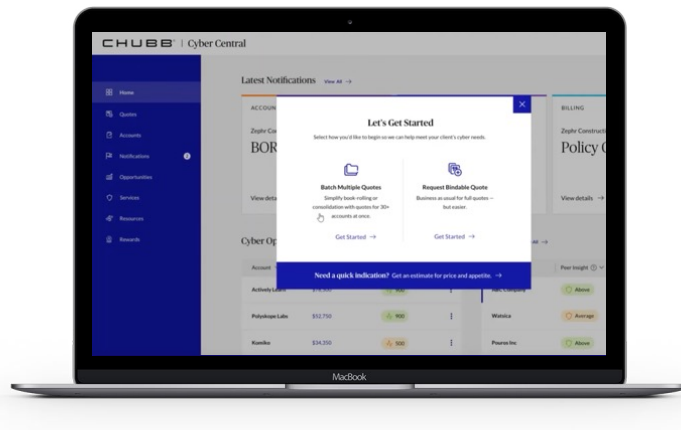
Homepage/  
dashboard



- Latest notifications
- Your list of recent quotes
- Auto-generated Cyber cross-sell opportunities

# 02

Quoting

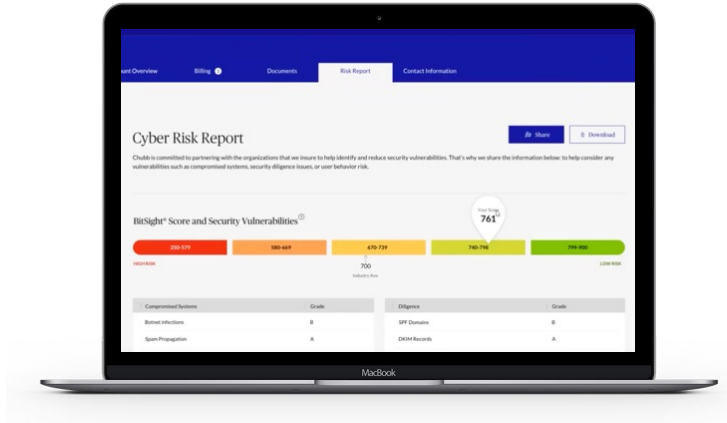


You have three options: **get a quick indication**, **get batch quotes**, or **request a bindable quote**.

- Bindable quoting is a streamlined version of what you're already used to
- Batch quoting allows you to quote for 30+ accounts at once
- Quick indications allow you to get an estimate for price and appetite

# 03

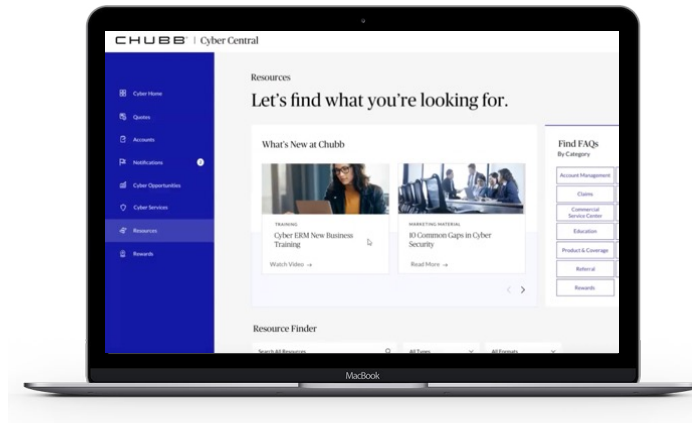
## Cyber risk reports



- Your cyber accounts may come with a tailored Cyber Risk Report tab
- Risk rating score available outlining the client's overall vulnerability
- Receive a more detailed breakdown of all their risk-specific vulnerability gradings
- Capability to download and share with your client

# 04

## Resources



- Easily obtain auto-loading insights and articles
- Search for whitepapers, sales resources, training videos, policy forms, and more in the Resource Finder tool

## Have questions?

Please contact your local Chubb Representative for more information.



Indications are not a bindable quote and are subject to additional underwriting verification. Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit our website at [www.chubb.com](http://www.chubb.com). Insurance provided by ACE American Insurance Company and its U.S.-based Chubb underwriting company affiliates. All products may not be available in all states. This communication contains product summaries only. Coverage is subject to the language of the policies as actually issued. Surplus lines insurance sold only through licensed surplus lines producers. Chubb is the world's largest publicly traded property and casualty insurer. With operations in 54 countries and territories, Chubb provides commercial and personal property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to a diverse group of clients. Chubb Limited, the parent company of Chubb, is listed on the New York Stock Exchange (NYSE: CB) and is a component of the S&P 500 index.

