

## ***Chubb and IVANS' Transformation Station Can Make Life Easier***

Transformation Station is a service that allows you to access customer information on Chubb's web site, @chubb, directly from your Applied TAM® agency management system. It can help you:

### ***Access Information Quicker***

Tired of manually logging-in and retyping customer information on external web sites to "search" for what you need? With Transformation Station, you select from a list of customers in your agency management system to conduct the inquiry.

### ***Simplify the Inquiry Process***

There's no external web address, user ID or password to remember. Make a few easy selections on your agency management system, and Transformation Station will send you the information you need, including links to key documents, in real-time.

### ***Improve Your Workflow***

Storing policy documents on your Applied agency management system? Conducting a policy inquiry through Transformation Station will provide you with easy access to important Chubb documents that you can view online, print a copy, or save to your agency management system. Or, opt not to store them. These documents are now just a few clicks away.



Chubb Group of Insurance Companies  
Box 1615, Warren, New Jersey 07061-1615  
[www.chubb.com/personal](http://www.chubb.com/personal)

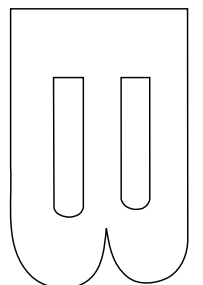
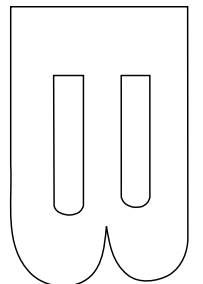
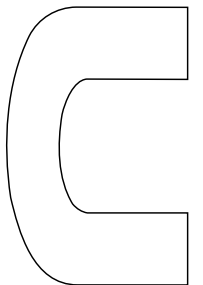
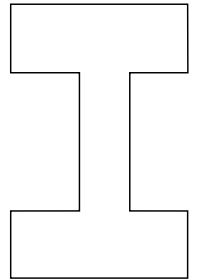
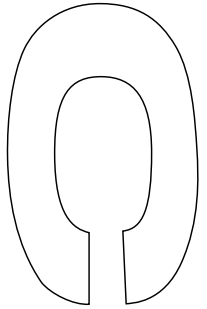
Chubb refers to the insurers of the Chubb Group of Insurance Companies. The use of Transformation Station is governed by the terms and conditions of the Information Services Agreement available on the @chubb menu screen.

Form 02-01-0263 (Ed. 9/03)



## ***Chubb's Real-Time Policy Inquiry***

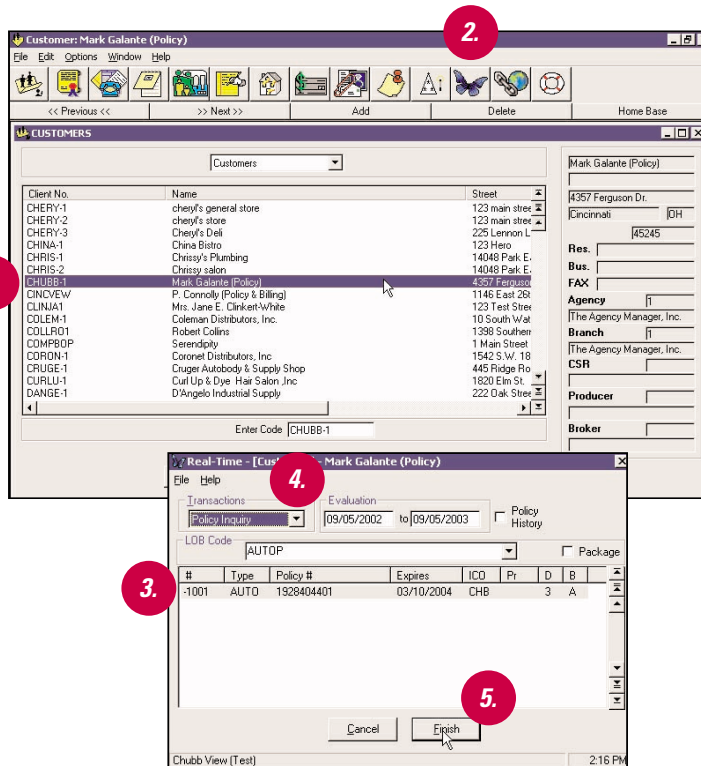
Through Transformation Station™



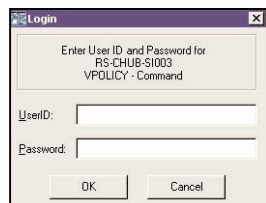
## Conducting a Policy Inquiry

Transformation Station uses ACORD standard XML to exchange agency and carrier data over the Internet in real-time. Sound complicated? It's not. Simply access your Applied TAM agency management system and conduct the following steps.

1. Select the client.
2. Click the butterfly icon. (You also can select "Real-Time Interface" from the Options menu. TAM 6.3 users must use the Options menu.)



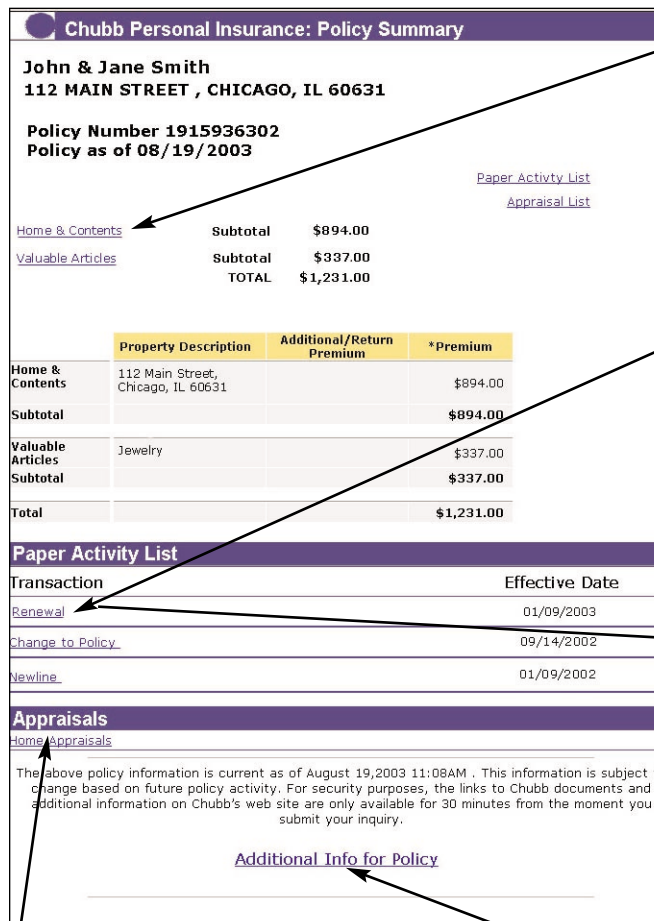
3. Identify the policy you'd like to review.
4. Select **Policy Inquiry** from the Transactions menu.
5. Click **Finish** and you will receive a policy inquiry screen from Chubb.



**Important:** the first time you conduct a Chubb policy inquiry, you will need to enter your @chubb user ID and password. This information will be stored in Applied. If your @chubb login information changes, you will need to update it in Applied.

## Chubb's Policy Inquiry Screen

This screen provides general policy details and links to documents and additional information. From the inquiry screen, you can:

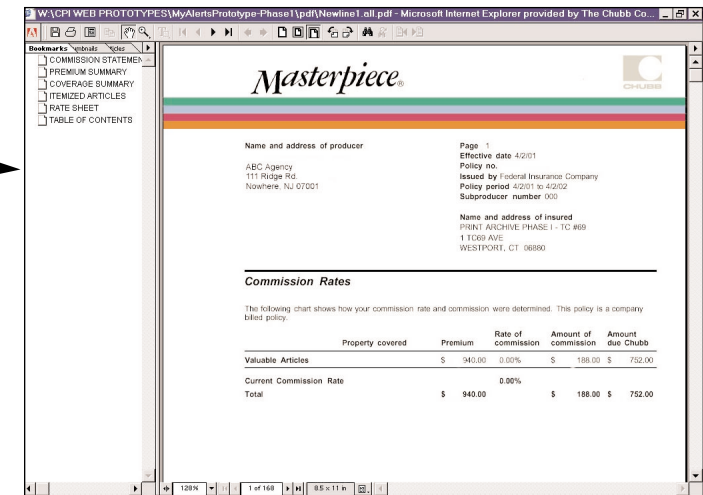


### Review coverage information

Use the coverage links to display a property description and additional premium information about each coverage type. Transformation Station inquiries are conducted in real-time, so the information displayed is current as of the date the inquiry was created (see "Policy as of..." date at the top of the screen).

### View, print or save policy documents

Select documents listed on the paper activity list to pull up an electronic copy. These documents represent the status of the policy as of the Effective Date listed. Documents will be available for up to two policy terms.



### Access home appraisal information

If a Chubb home appraisal was conducted for the selected policy since 2001, a link to the appraisal will display. (Reports from "outside inspectors/fee companies" will most likely not be available.)

### Link to Chubb's web site for more information

If you need additional information (like detailed coverage, billing or claims information), selecting the Additional Info for Policy link will send you to Chubb's web site.

Please note: for security reasons, the links included on each policy inquiry conducted through Transformation Station expire after 30 minutes. To reactivate the links, close out the former inquiry and conduct a new one.

**Online policy information is not yet available for all yacht policies; automobile policies in Hawaii, Kentucky, New Jersey, Texas and Virginia; expatriate policies; collector vehicle policies; and for all policies in North Carolina except for Masterpiece® Excess Liability policies. Policy documents for all Texas policies (except Excess Liability policies) also are not available.**

Chubb's real-time policy inquiry through Transformation Station is available for VISION<sup>SM</sup> users. For more information, visit the Applied Systems web site at [www.appliedsystems.com/transformation](http://www.appliedsystems.com/transformation).

**For more assistance, contact the Chubb Customer Care Team at 1.866.324.8222 or via e-mail at [customercare@chubb.com](mailto:customercare@chubb.com).**