



# Real Service in Real Time

**D**id you know that real-time functionality can improve customer service and reduce costs to your agency associated with client servicing? Real-time processing — the ability for your staff to click on a button in your agency management system or a corporate rater and gain immediate access to carrier information on your client — provides your agents with a single workflow for servicing or quoting.

Save your agency staff from spending countless hours playing phone tag with clients trying to respond to their routine inquiries. With real-time processing, they'll have the tools they need to help answer billing, policy and claims questions on the spot when the client calls.

Making the most of real-time opportunities for your agencies requires agency managers to embrace technology as the fastest and best way to help streamline agency workflows and improve customer satisfaction, while also saving money spent on service.

It's easy. You don't have to be a technical guru to get your staff started using real-time applications that will enable them to respond to a client with two clicks of a mouse rather than two phone calls.

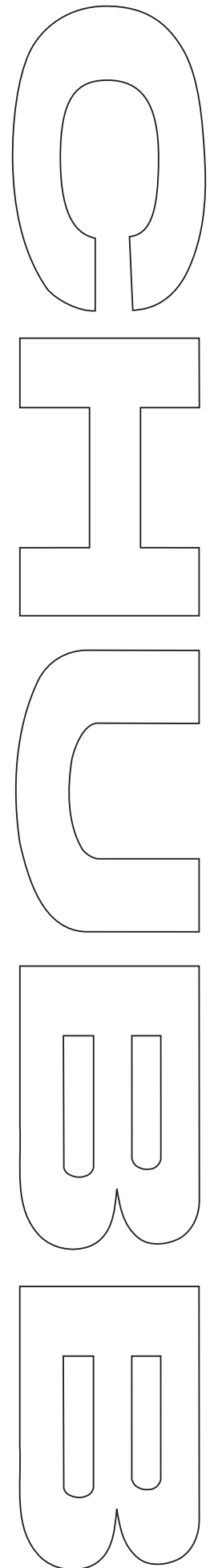
All it takes is a quick update to your agency management system for your clients to begin experiencing the benefit of real-time service. (Your staff will need to input their Chubb user ID's and passwords to @chubb.)

Chubb supports the following products and transactions that are available in most agency management systems:

Transformation Station	Transact Now
Personal policy, billing and claims inquiry*	Personal policy, billing and claims inquiry*
Commercial policy, billing and claims inquiry*	Commercial policy, billing and claims inquiry*
Specialty (Executive lines) policy and billing inquiry	Specialty (Executive lines) policy and billing inquiry
Personal Lines Endorsement Bridge	Personal Lines Endorsement Bridge
Personal Lines Upload	Personal Lines Upload
First-notice-of-loss submission	Claims Activities and Notes
Automated website logon to @chubb	Automated website logon to @chubb

For more detailed information on real-time products and services to sharpen your agency's service edge, visit: <http://www.chubb.com/agents/chubb2018.html>

**Chubb is Proud to Sponsor** the Real Time/Download Campaign, an industry-wide effort among numerous independent agencies and brokers, carriers, technology providers, user groups as well as agency and industry associations, to double the implementation of real time by agencies and carriers over the next year. This educational and marketing campaign launched in June under the "Real Time Make it Your Business" banner. For more on the value of real-time functionality for your agency and the campaign, visit [www.getrealtime.org](http://www.getrealtime.org).



*\* Due to privacy laws and attorney client privilege, certain information such as medical notes, payments, protected and proprietary communications, as well as specialty lines of business may not be available.*



**Chubb Group of Insurance Companies**  
P.O. Box 1615, Warren, NJ 07061-1615  
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For promotional purposes, Chubb refers to the insurers of the Chubb Group of Insurance Companies underwriting coverage.

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