



ClaimView

**Real-time
Internet
Access
to Claim
Notes**

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Welcome to Chubb's **real-time** ClaimView system.

ClaimView is your Internet pathway to view the actual claim notes and current financial status of your company's claims.

ClaimView **Enhances** Communications

Chubb and your agent or broker are interested in clear communications when it comes to claim handling and settlements. So are you. ClaimView helps you watch the progress on a claim and maximize risk management effectiveness. And our real-time service allows you to speed status reports to your management.

ClaimView: **True** Online Access to Your Claims

Real-time via the Internet

Chubb's risk management information product, ClaimView, provides real-time access to information about your company's claims. Many applications promise "real-time" information but only deliver daily or hourly updates. The moment Chubb enters information about your claims, you have it at your fingertips. Once your account is activated, all you have to do is access ClaimView through our secure Internet site @chubb.

Our **Companion Programs** Benefit You

ClaimView, which gives you a snapshot of a particular claim, and Loss History Analyzer, which helps you analyze losses, are companion programs. Together they assist you in managing your company's insurance portfolio and loss control, and they facilitate the working relationship with Chubb and your agent or broker, who can also be activated for ClaimView.

You can use Loss History Analyzer for specific information, then examine the adjuster's notes for your claims in ClaimView. Or use ClaimView to explore progress on a claim that has occurred since the creation of your Loss History Analyzer import file. Or confirm a reserve amount. Or verify a claim is closed. It's your choice.

Specifically, you can:

- Learn the current status of your claims.
- Read the claim adjuster's file notations.
- Review current financial information — like the current reserve and amount paid.
- Identify outstanding claim issues.
- Help Chubb fight fraud.

Available **Claim Information**

ClaimView offers access to claim information for business auto, general liability (either monoline or within a package) and workers compensation policies.

These files are available for your viewing:

Open: Claims reported since your account's activation date that are still open.

Closed: Claims reported since the activation date that are now closed. (These claims are available for one full year after the claim-closed date.)

Reopened: Claims reported since the activation date that have been closed and later reopened. (These claims are included with the open claims.)

Note: Some claim files that have privileged or confidential information may not be available.

Easy-to-Use Choices

ClaimView is easy to use. After your account has been activated, simply sign on as an authorized user to access information. You can:

- Select your claims by Policy Number, File Name, Accident Date, Reported Date, Line of Business or File Status (Open or Closed).
- Look at the notes relating to a specific claim or select a specific note.
- Locate financial information for reserved claims.

What about **Security**?

Security concerns are important for any Internet application, and ClaimView is equipped with three security features:

User ID and Password — Allows your company's authorized users into ClaimView.

Data Encryption — Enables the private transfer of information.

Security Icon — Identifies documents from a secure site.

System **Requirements**

There are many ways to obtain Internet access. In our experience, a direct Internet connection or one provided by a reputable independent service provider facilitates unhampered service.

To use ClaimView, you will need:

Microsoft Internet Explorer™ Version 4.5 or higher, or Netscape Navigator™ Version 4.7 or higher, and a modem of 33600 bps or higher.

ClaimView is designed to use JavaScript. To make sure your Web browser is JavaScript-enabled, view your security settings, which are found in the Options menu for Netscape Navigator™ or in the Options window of the View menu in Microsoft Internet Explorer.™

Product **Support**

Our dedicated staff is available for questions and problem resolution at no charge.

Phone: 800-715-RISK

8:30 A.M. to 5 P.M. EST

Monday-Friday

Fax: 908-903-3012

Internet: rmi-support@chubb.com

Take the **Next Step**

Talk to your Chubb agent or broker to learn if ClaimView is right for you and your company's claim management.

Visit our **Web Site**

For a demonstration and to learn more about ClaimView, visit the Chubb Web site at www.chubb.com/businesses/rmis

Chubb refers to the insurers of the Chubb Group of Insurance Companies.

This document is informational in nature. It is offered as a resource to be used together with your professional insurance advisor in maintaining your insurance program. No liability is assumed by reason of the information this document contains.



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