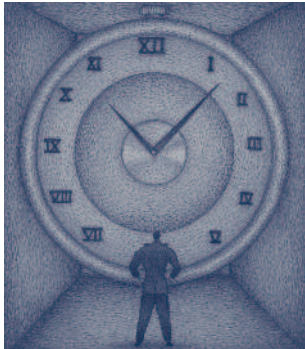




CHUBB CUSTOMER CENTER



Five Top Reasons to Enroll Your Customers

Let the Chubb Customer Center work to protect your most valuable asset – your customers. We built our reputation by providing a new level of service to our enrolled agents and their customers, which differentiates us from the competition.

1. **ARE TURNOVER, LICENSING AND STAFFING COSTS GIVING YOU A HEADACHE?**

By enrolling in the Chubb Customer Center, we can help eliminate the headaches involved in interviewing, hiring, training and licensing customer service staff. You'll never have to worry about someone calling in sick on Monday morning or being short-staffed during vacation season. You and your customers will have access to:

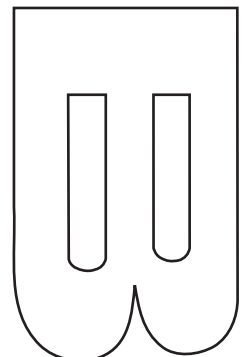
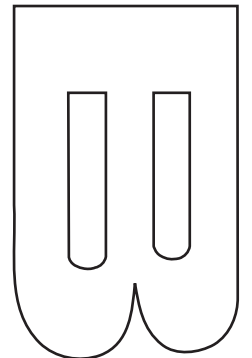
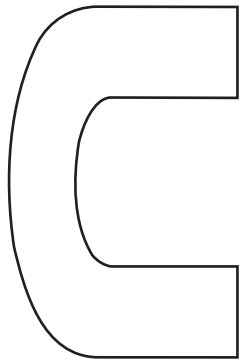
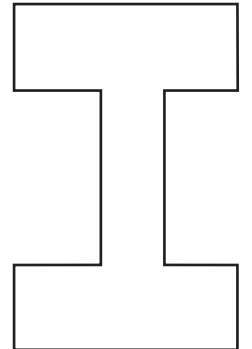
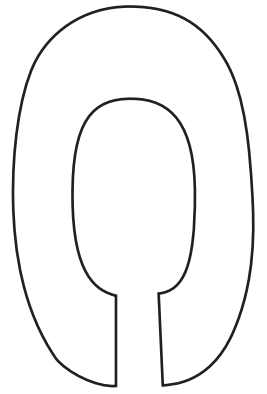
- A team of highly trained, licensed insurance professionals
- Coverage consultations to meet individual insurance needs
- *Masterpiece*[®] quoting options over the phone for new business, endorsement transactions and policy issuance

2. **DO YOU WANT YOUR RETENTION TO REMAIN HIGH WHILE YOU FOCUS ON WRITING NEW ACCOUNTS?**

We will counsel your customers on areas where they lack coverage and offer coverage recommendations where needed. By helping to identify overlaps or gaps in coverage, we can:

- Ensure that your customers have the appropriate coverage for their current lifestyle
- Provide consultative services, which can help to generate revenue and lead to improved retention
- Help to protect your agency against possible E&O exposures

(continued)



3. WOULDN'T YOUR CUSTOMERS LIKE THE OPPORTUNITY TO DISCUSS THEIR INSURANCE AFTER WORK OR ON THE WEEKEND?

Your customers will have access to our toll-free number and can make policy changes, ask questions and secure insurance quotes:

- Monday – Friday, 8 am to 8 pm (EST)
- Saturday, 10 am to 2 pm (EST)

4. HOW MUCH TIME CAN YOU SPEND ON SPECIALIZED MARKETING AND ACCOUNT ROUNDING PROGRAMS TO GROW YOUR BOOK OF BUSINESS?

We will work with you to target selected customers and develop marketing initiatives and account rounding programs to promote the various products your customers may need. By providing this level of customer service support for your existing clients, we can:

- Enable you to dedicate more time to writing new accounts
- Generate new revenue for your agency
- Improve retention by writing more lines of coverage for your clients

5. WOULD YOU LIKE TO SAVE TIME QUOTING NEW POLICIES, ORDERING ENDORSEMENTS OR PRODUCING CUSTOMIZED PROPOSALS?

In addition to providing outstanding customer service to your customers, we created a unique “Agent Call Unit”, dedicated to servicing our enrolled agents. We can assist you with:

- New business quotes
- Processing endorsement transactions
- Policy issuance and more

At the Chubb Customer Center, we work hard to help our enrolled agents service their customers better and faster by making it easier for them to do business with us. We are pleased to offer CCC business solutions that will support your agency, delight your customers and free you up from routine questions and requests. We care about your customers as much as you do.

Come on...

Take a closer look at why our participating agents say we continue to “exceed their expectations” in the quality care and service provided to their customers through the Chubb Customer Center. Enroll today!

For more information on how the Chubb Customer Center can work for you, contact Jacqueline Vergne, Sales & Marketing Manager at (908) 572-2310.



Chubb Group of Insurance Companies

P.O. Box 1615
Warren, New Jersey 07059
www.chubb.com/personal

Chubb refers to the insurers of the Chubb Group of Insurance Companies. The Chubb Customer Center is a division of Federal Insurance Company. Actual coverage is subject to the language of the policies as issued.

Form 31-01-0017 (Rev. 8/07)