



## The Chubb Customer Center at a Glance

**F**or over a decade, the Chubb Customer Center has operated as a full-service agency on behalf of our agents and brokers across the country. Many of our participating agents view enrollment as an effective and sensible solution to staffing turnover and expense management issues. By providing back-office service and sales support for your existing clients, we can enable you to dedicate more time to writing new accounts, while growing your book of business. The Chubb Customer Center is dedicated to the same service standards that have made the Chubb organization an industry leader for more than 100 years. See for yourself why The Chubb Customer Center continues to exceed the expectations of our agents and brokers with the unsurpassed service that we deliver.

### Key Objectives of the Chubb Customer Center

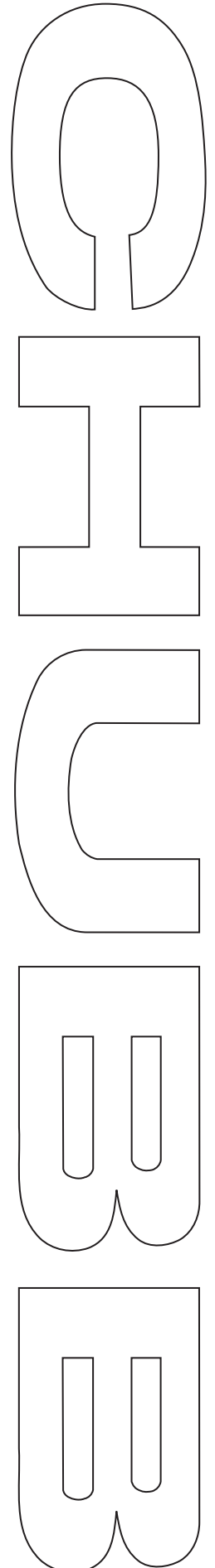
- **Saving You Time and Money**
- **Serving Your Customers**
- **Growing Your Business**

Our main objective is to provide a new level of service to your agency and your clients, which will further differentiate you from the competition. Here are some of the ways we will help you to achieve your business goals:

- Customer service and sales support for your existing clients from our team of licensed and highly trained insurance professionals.
- Extended service hours Monday – Friday, 8 am to 8pm and Saturdays, 10 am to 2 pm.
- *Masterpiece*<sup>®</sup> quoting options over the phone and up-to-the-minute status on any policy term or endorsement.
- Award- winning download service and access to policy, billing, claim and appraisal information and documents online.
- Annual account reviews and account rounding opportunities with your clients through a consultative selling approach.
- Quarterly reports, which will enable you to monitor the performance of your book of business.

We are confident that doing business with The Chubb Customer Center will not only exceed your expectations, but will also provide you with service offerings to meet and exceed your growth, retention and new business goals.

*For more information, please contact  
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**Chubb Group of Insurance Companies**

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[www.chubb.com/personal](http://www.chubb.com/personal)

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

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