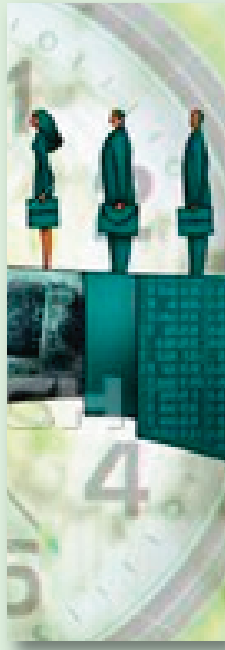


ARE YOU LOOKING
TO EXPAND YOUR
CUSTOMER BASE
AND INCREASE
COMMISSION
REVENUE?



DO YOU WANT TO REDUCE
THE TIME AND MONEY SPENT
ON ADMINISTRATIVE ACTIVITIES
AND STAFFING ISSUES?
IF SO, THE CHUBB CUSTOMER
CENTER (CCC) MAY HAVE
WHAT YOU ARE LOOKING FOR.

As a premier global insurer of fine homes and possessions, Chubb is world-renowned for service excellence. That is why we are proud to introduce the Chubb Customer Center -- extending Chubb's gold standard of service to your personal insurance customers.

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.



THE CHUBB
CUSTOMER CENTER



*Saving time and money.
Serving your customers.
Growing your business.*



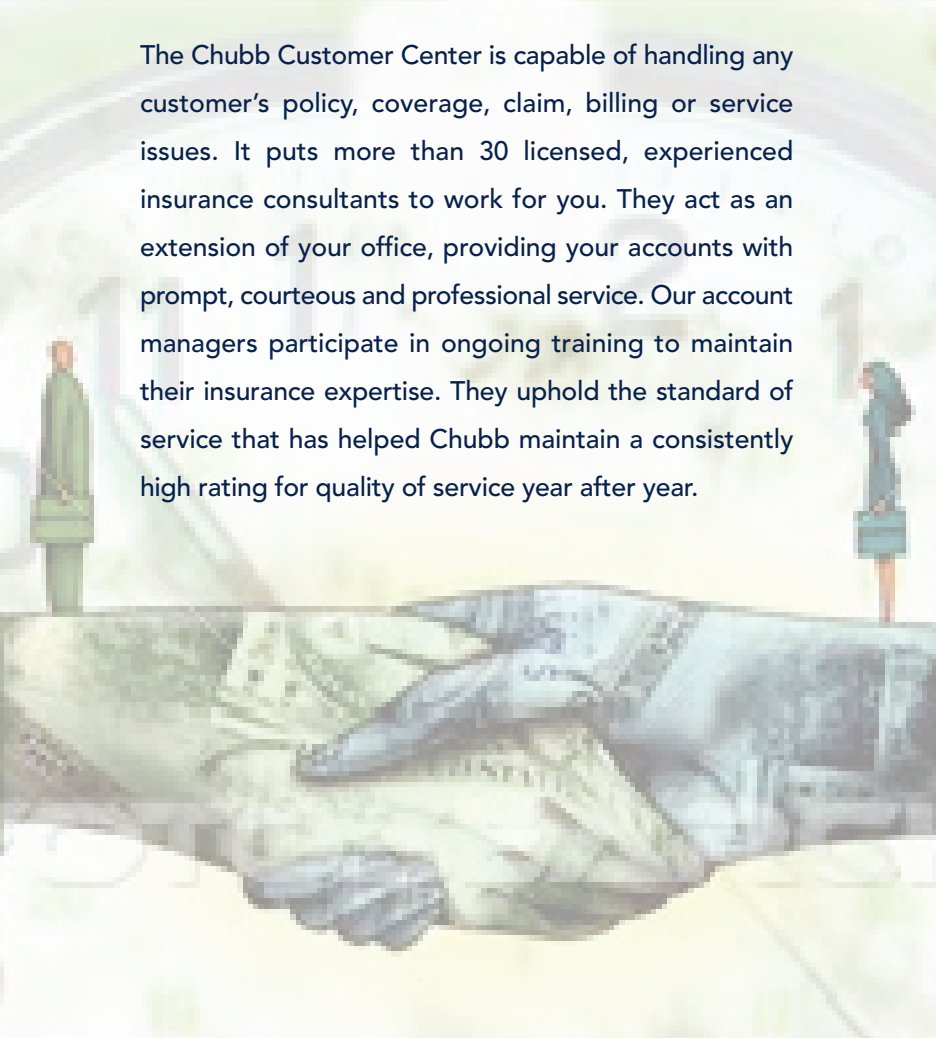
Chubb Group of Insurance Companies
P.O. Box 1615
Warren, New Jersey 07059
www.chubb.com/personal

Form 31-01-0005 (Rev. 8/11)

Chubb



ABOUT THE CHUBB CUSTOMER CENTER



The Chubb Customer Center is capable of handling any customer's policy, coverage, claim, billing or service issues. It puts more than 30 licensed, experienced insurance consultants to work for you. They act as an extension of your office, providing your accounts with prompt, courteous and professional service. Our account managers participate in ongoing training to maintain their insurance expertise. They uphold the standard of service that has helped Chubb maintain a consistently high rating for quality of service year after year.

ACCESS TO THE EXPERTS

The Chubb Customer Center is committed to ongoing training and education to enhance product knowledge, technical ability and phone skills for our team of licensed agents. We regularly monitor and review call quality and provide sales coaching. Each consultant is required to complete at least 40 training hours each year.

EXPANDED SERVICE CAPABILITIES

We proudly offer a level of service that is unsurpassed in the industry. Our extended business hours and dedicated staff allow you to expand your service offerings, without spending your time. When your customers call the CCC, our agents are on hand to provide professional coverage consultations and quoting **Monday-Friday, 8 am to 8 pm and Saturday, 10 am to 2 pm EST.**

UNDERWRITING EXPERTISE

For optimal underwriting responsiveness, the Chubb Customer Center works closely with 47 local Chubb branches throughout the U.S., 6 regional underwriting centers and more than 200 dedicated underwriters who provide risk management assessment and solutions.

MAXIMIZE YOUR POTENTIAL

Consider the Chubb Customer Center as a viable solution to time constraints and expense-management issues. Allow us to retain and grow your existing accounts, so you can focus on soliciting new business and building commissions.

HOW IT WORKS

To enroll in the Chubb Customer Center, simply contact your Chubb personal lines manager or call the CCC marketing manager at 908-572-2310. Once enrolled, you will select which accounts to be serviced and choose VIP designations. Chubb will then send a letter on your agency letterhead to your customers advising them how to contact us. We will field customer calls on your behalf with the same standard of excellence that you have come to expect from Chubb. If your customers require a coverage that Chubb does not currently provide, we can refer these requests to alternate markets. Your name will appear as the agent of record on all customer correspondence.

MORE COMMISSION OPPORTUNITIES

Increase your business volume as the Chubb Customer Center services your existing accounts. Our consultants capitalize on the opportunity of each inbound call to cross-sell and up-sell coverage. Likewise, we conduct annual insurance reviews to assess your current book of business and identify account-rounding opportunities. Commission generated from customized marketing initiatives is passed on to you.

ENHANCED CUSTOMER RETENTION

On Chubb Customer Center satisfaction surveys, customers consistently rate our service as "very good" or "excellent." We believe this is a result of the immediate response of our personal lines consultants to your customers' insurance needs.

VALUABLE INFORMATION AT YOUR FINGERTIPS

We offer quarterly account summary reports so you can monitor your book of business. Plus, Chubb's award-winning download service and access to policy, billing, claim and appraisal information and documents online puts the data you need right at your fingertips. What's more, we offer Masterpiece[®] quoting options over the phone and real-time status on any policy term or endorsement.

UNPARALLELED CLAIM SERVICE

Since 1882, Chubb has built its name and reputation on the belief that, when losses occur, the service provided in resolving the claim is an integral part of what the customer purchased with a Chubb policy. Your customers can report a claim anytime, anywhere. Chubb makes every effort to respond to reported claims within 24 hours and strives to issue payment within 48 hours of settlement.

Phone 1-800-CLAIMS-0

Web www.chubb.com/lossrpt

To learn more call Jacqueline Vergne at 908-572-2310.