

Chubb's Claims Business Consultant



Customized Claims Service with Chubb's Claims Business Consultant

At Chubb, our client's insurance needs are as diverse and unique as their operations. Many accounts require unique and special claims handling processes and services. It is with these accounts in mind that Chubb has developed the role of the Claims Business Consultant.

Account Management

The Claims Business Consultant is a dedicated individual who works with underwriting, claims staff, brokers and clients to ensure that appropriate Chubb resources are available and tailored to meet the client's needs.

The Claims Business Consultant's focus is on accounts that require claims management expertise as a result of their unique claims handling requirements.

The Claims Business Consultant will meet with prospective insureds or their broker to gain a thorough understanding of their business operations and claims handling needs.

Chubb will customize a client's claims program to fit their needs while establishing claims handling expectations. The customized claims program will establish specific claims handling guidelines and responsibilities for the parties involved in the claims adjustment process, establish directives for the reporting of claims, determine claim reporting preferences, assess the need for a dedicated Chubb adjuster, set preliminary claims review criteria, and determine if the client would benefit from Chubb's Risk Management Software.

At Chubb the work doesn't end when the policy is written. Your Claims Business Consultant will ensure that those involved in the claims handling meet their obligations, monitor claims activity, conduct reviews, and audit claims.

When a Third Party Administrator is involved in a client's program the Claims Business Consultant will arrange for the necessary service contracts, serve as a liaison, and audit the work of the Third Party Administrator to ensure that they are in compliance with the established claims handling instructions that have been put in place.

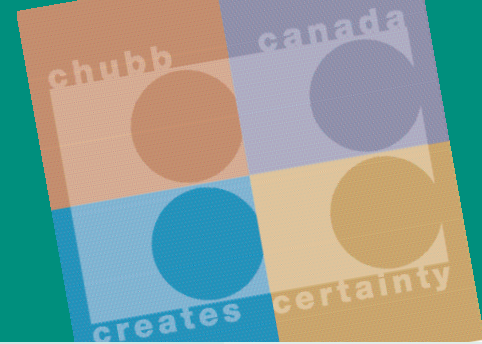
Value Added Service

You may have already experienced the value added service offered by our Claims Business Consultant and may know that their expertise is such that we can work with you in all areas for which Chubb provides insurance. They serve as a liaison and in this capacity create a line of communication that is expeditious and responsive to needed changes to existing claims handling arrangements. They are the gateway to Chubb's claims handling resources so that you are guaranteed a detailed response to urgent inquiries on your account.

If you have not yet been introduced to one of our Claims Business Consultant, contact Chubb to discuss how you may be able to benefit from their expertise.



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Reporting a Loss:

You may report a loss or submit a claim by contacting your insurance broker or by contacting us directly:

Canada Wide 24 Hour Claim Service	(800) 532-4822
Windshield Claims	(866) 682-4822
Fax	(800) 511-8282
Email	canadian-claim-reports@chubb.com

In Quebec, you may also use the following numbers:

Phone	(833) 369-2537
Fax	(888) 315-2357

For additional information about our Claims Business Consultant, we invite you to contact:

Lori Sears

Claims Business Consultant
Phone: (416) 359-3222
Ext. 4388

Branch Offices

Toronto

Phone: (416) 863-0550
Fax: (416) 863-5010

Montréal

Phone: (514) 938-4000
Fax: (514) 938-2288

Calgary

Phone: (403) 261-3881
Fax: (403) 269-2907

Vancouver

Phone: (604) 685-2113
Fax: (604) 685-3811



www.chubbinsurance.com

Chubb Insurance Company of Canada

For promotional purposes, Chubb refers to member insurers of the Chubb Group of Insurance Companies, which includes: Federal Insurance Company - Vigilant Insurance Company - Great Northern Insurance Company - Pacific Indemnity Company - Northwestern Pacific Indemnity Company - Texas Pacific Indemnity Company - Chubb Lloyds Insurance Company of Texas - Chubb Custom Insurance Company - Chubb Indemnity Insurance Company - Chubb Insurance Company of New Jersey - Chubb National Insurance Company - Executive Risk Indemnity Inc. - Executive Risk Specialty Insurance Company - Chubb Insurance Company of Australia, Limited - Chubb Insurance Company of Canada - Chubb Insurance Company of Europe, S.A. - Chubb do Brasil Companhia de Seguros - Chubb de Colombia Compañía de Seguros, S.A. - Chubb de Chile Compañía de Seguros Generales, S.A. - Chubb de Mexico, Compañía Afianzadora, S.A. de C.V. - Chubb de Mexico, Compañía de Seguros, S.A. de C.V. - Chubb Argentina de Seguros, S.A. - Chubb Insurance Company (Thailand) Ltd. - PT Asuransi Chubb Indonesia. Not all insurers do business in all jurisdictions. In addition, not all coverages are available in all jurisdictions.

This literature is descriptive only. Whether or not or to what extent a particular loss is covered depends on the facts and circumstances of the loss and the terms and conditions of the policy as issued. Claims examples are based on actual cases, composites of actual cases, or hypothetical situations. Actual coverage is subject to the language of the policies as issued.

