
INSIDE THE CHUBB MARKET

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CHUBB CLAIMS SERVICE Exceeding Your Expectations!

Some insurance companies may try to limit or deny claims rather than pay them. Not Chubb.

We have built our name and reputation on the belief that when losses occur, the service we provide in resolving the claim is what helps set us apart. Our philosophy dictates that we treat every customer with the utmost respect.

With that in mind, we strive to respond to our customer's claim in 24 hours or less. We try to assess our customer's loss (and help to prevent further damage, if possible), listen to their concerns and get the claim handling process underway for them. For covered losses, our goal is to agree on a fair and equitable settlement amount as quickly as possible, then issue our claim cheque within 48 hours.

In an ongoing survey of our Masterpiece Insureds throughout 2005 on a scale of 1 to 5 (*5 being very satisfied*), 97% of them rated their satisfaction level at 4 or 5:

Rating	Results
5	79%
4	18%
3	3%
2	0
1	0

We encourage you to experience for yourself why Chubb continues to exceed your expectations with the quality and service we deliver to our agents, brokers and customers.

If you would like more information on Chubb Claims Service, please contact Susan Lee, Claims Manager, at 65107308 or via email: susanlee@chubb.com.



Matthew Doquile
General Manager

For promotional purposes, Chubb refers to member insurers of the Chubb Group of Insurance Companies. Coverage is underwritten by Federal Insurance Company, one of the Chubb Group of Insurance Companies. The information in this brochure is descriptive only. The precise coverage afforded is subject to the terms and conditions of the insurance policy when issued. Chubb recommends considering our policy wording in deciding whether to acquire or to continue to hold Chubb insurance products. A copy of the standard policy wording may be obtained from Federal Insurance Company as referred to above.

FEDERAL INSURANCE COMPANY
Incorporated in the U.S.A. with Limited Liability
One of the Chubb Group of Insurance Companies

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