

What Has Claims Seen Lately

We take great pride in our claims handling responsibilities and over the years have built a name and a reputation for providing empathetic claims service in a fair and prompt manner.

As claims management has become increasingly complex, and lines of business more diverse, we continue to follow our original claims principle: treat each customer with empathy, promptness, expertise, fairness and integrity.

With over 6,200 Chubb claims professionals worldwide and over 100 across Canada, including an office in Montreal with a bilingual team, we have the technical and local knowledge to expertly handle any claim.

Risk	Industry	Business	Approximate Amount	Claim Difference
Property	Personal	Personal Lines	\$20,000	Coverage option particularly valued by the client
Creditor Job Loss	Specialty Risk	Accident & Health	\$5,000	Empathy during a hard time
Errors & Omissions Loss	Real Estate	Financial Lines	\$1,225,000	Vigorous defense and containment of costs
Commercial General Liability	Contractor	Commercial Lines	\$0	Extracted insured from potentially lengthy litigation

Claim Scenario

✔ Personal Lines Property

When our client lost one of her two 14kt white gold diamond stud earrings that had been purchased overseas years ago, she was concerned that the claims team would give her a hard time as she had no receipt and no idea where or how she had lost one earring. However, the Chubb valuable articles examiner guided the client through the claims process with compassion and expertise. The examiner clearly articulated Chubb’s “mysterious disappearance” provision for items that are lost with an unknown cause. Under this coverage, our client was given the choice to replace the lost item or tender the existing one to Chubb and claim for the set. The client chose to make a claim for both as a set and was quite pleased that Chubb offered this option. The client said that our adjuster, “made an impossible mission, possible!” and that she is “a very happy and satisfied Chubb client.”

✔ Creditor Job Loss

The Insured (an employee beneficiary under a group policy) had suffered a job loss due to company restructuring. The insured was struggling with delay in filing an employment insurance claim with Service Canada due to incomplete paperwork from his employer. While the EI claim was under review with Service Canada, Chubb was able to expedite the approval of coverage of the job loss claim by assisting the Insured with assembling the requisite documentation required under the Policy.

From the Insured:

“I just wanted to take a moment to thank you for your help especially during what have been initially, very difficult times. Your assistance, input and professionalism have been exemplary and your speed of communication has always ensured that this was a smooth and worry free process every step of the way. Thank you again for all of your help and input during this process.”

Claim Scenario Details (continues from page 1)

Chubb contributed approximately \$1,225,000 towards settlement and contained defence costs to approximately \$200,000.

✔ Errors & Omissions Loss

Our Insured, a leading manager for third party real estate assets, was sued for their agent's alleged failure to adequately maintain two of the Plaintiff's commercial properties over a period of years, resulting in high vacancy rates and lost rental income. The Plaintiff sought damages in excess of \$4 million for loss of rental income, loss of equity, and loss of opportunity. After approximately six years of litigation, Chubb contributed approximately \$1,225,000 towards settlement and contained defence costs to approximately \$200,000.

✔ Commercial General Liability

A Statement of Claim was issued against our Insured seeking recovery for damages associated with a third party commercial water damage claim given their involvement as a contractor during renovations when the damage occurred. Chubb promptly completed a site investigation with the assistance of an expert and secured a report on the causes of the loss. Given this report and quick response to secure evidence, Chubb was able to secure a Notice of Discontinuance just two months later, removing the Insured from the litigation and avoiding litigation fees.

Contact Us

For more information on Chubb insurance solutions, contact your local broker or visit www.chubb.com/ca.

Chubb. Insured.SM

The claim scenarios described here are intended to show the types of situations that may result in claims. These scenarios should not be compared to any other claim. Whether or to what extent a particular loss is covered depends on the facts and circumstances of the loss, the terms and conditions of the policy as issued and applicable law. Facts may have been changed to protect privacy of the parties involved. Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit our website at www.chubb.com. In Canada, Chubb operates through Chubb Insurance Company of Canada and Chubb Life Insurance Company of Canada. All products may not be available in all Canadian jurisdictions. In the United States, insurance is provided by ACE American Insurance Company and its U.S. based Chubb underwriting company affiliates. This communication contains product summaries only. Coverage is subject to the language of the policies as actually issued. Chubb is the world's largest publicly traded property and casualty insurance group. With operations in 54 countries, Chubb provides commercial and personal property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to a diverse group of clients. Chubb Limited, the parent company of Chubb, is listed on the New York Stock Exchange (NYSE: CB) and is a component of the S&P 500 index.