

Emails to help clients protect their homes and condos from interior water damage

With so many of our mutual clients experiencing the stress and hassle of repairing their homes or condos and replacing or restoring valuables after a non-weather-related water event, Chubb wanted to provide you with resources you can use to help your clients protect the things that matter most. Below, you'll find two client-approved email messages you can copy and drop into your email system and send out today to get the conversation started.

Why are there two different emails?

Because the water supply in a condo is connected to other units in the building, condo-owners can only use point-of-leak sensors near their water-using appliances, while homeowners can utilize flow-based water-leak detection devices that monitor the flow of water through their entire house.

Home version – copy and paste the full content below.

Suggested subject line: Prevent indoor water leaks before they damage your home and valuables.

Dear [client name],

Did you know that water leaks from indoor plumbing and appliances are typically the #1 source of property damage claims* involving a home? But you and your beautiful home don't necessarily have to become part of those statistics. You can help save time, hassle, and the stress of potential water damage to your home by taking a few simple steps.

One of the best ways to prevent this type of water damage is to install a flow-based water leak detection device with an automatic shutoff valve.

Protect your home from indoor water damage.

Installed by a plumber directly onto your water line, a flow-based water leak detection device monitors the flow of water throughout your home. If an unusual flow of water is detected, like from a cracked pipe, the device will alert you first so you can take action, and then the device can automatically shut off your water supply to help minimize the damage.

It's now possible to minimize significant water damage from leaky plumbing or appliances. Just follow these steps:

- Visit chubb.com/water and choose the water shut off device that works best for your situation. The vendors listed are vetted by Chubb.
- If you need help deciding from those listed or other acceptable options, please contact a Chubb Risk Consultant water specialist. They're happy to help!
- Contact a plumber to install the device for you. We recommend using one from the Chubb Trusted Network if you don't have one.
- Once installed, you may qualify for a discount on your homeowner's insurance!

Take steps now to prevent this type of damage and keep your home beautiful. Visit chubb.com/water today.

*Chubb Personal Risk Services Claims Data

Condo version – copy and paste the full content below.

Suggested subject line: Prevent indoor water leaks before they damage your condo and valuables.

Dear [client name],

Did you know that water leaks from indoor plumbing and appliances are typically the #1 source of property damage claims* involving condominiums? You and your family have such a beautiful home. You can help keep it that way, help prevent water damage to your and neighboring units, and save time, hassle, and the stress of a potential water loss by taking a few simple steps.

One of the best ways to prevent this type of water damage in condos/coops is to install point-of-leak sensors.

Protect your condo from indoor water damage.

Easily installed by you or a plumber near all water-using appliances, such as sinks, toilets, washing machines, and HVAC units, point-of-leak sensors send alerts to your mobile phone if an issue is detected.

It's now possible to minimize significant water damage from leaky plumbing or appliances. Just follow these steps:

- Visit chubb.com/water and choose a point-of-leak sensor that works best for your situation. The vendors listed are vetted by Chubb.
- If you need help deciding on a brand of sensors to use or would like a qualified plumber to install them for you, contact a Chubb Risk Consultant water specialist. They're happy to help!
- Once installed, you may qualify for a discount on your condo/co-op insurance!

Take steps now to prevent this type of damage and keep your home beautiful. Visit chubb.com/water today.

*Chubb Personal Risk Services Claim Data

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