

CHUBB®



Claims Stories

Whether you're navigating a sailboat or a mega-yacht, our comprehensive boat insurance is designed to help protect you from the unexpected. With policies tailored to safeguard your cherished vessel, you can embrace the waves with confidence and peace of mind. When challenges arise, it's during the claims process that Chubb truly shines. We turn complicated situations into seamless experiences with exceptional client service. The following real-life scenarios illustrate how we are there for you when it matters most.

Anchored in support

During days of relentless storms, the waters of a large lake surged to record highs, lifting our client's boat from its cradle and tossing it into turbulent waters. Our client had trouble recovering his submerged vessel — resources were limited due to the extensive storm damage in the area.

Recognizing the urgency of the situation, our team quickly engaged a marine surveyor who diligently identified a specialized vendor to successfully recover the boat. However, upon inspection, the vessel was declared a total loss. Despite the heartbreaking news, our client found comfort in the exceptional service provided by the Chubb Claims team. She expressed deep appreciation for the empathy and professionalism displayed throughout the process, specifically noting the calming reassurance of her claim adjuster.

**Chubb claim payment: \$99K**

Navigating challenges after a boating mishap

Our client set out for a leisurely ride on a lake when he struck a log hidden beneath the surface. The impact sent a jolt through the boat, and the engine began to growl. Despite the setback, he skillfully navigated his way back to the mooring.

Eager to restore his boat quickly, our client enlisted the help of a mechanic for repairs. But when he returned the boat to the lake, he was appalled to discover water leaking into the hull. The mechanic refused further repairs, leaving our client feeling helpless. That's when Chubb stepped in to turn the tide. We quickly agreed to cover the transport costs to a Chubb-trusted mechanic, along with all additional expenses necessary to ensure the boat was safe and operational again.

Our client expressed immense gratitude for Chubb's support, stating, "The adjuster has been fantastic throughout this process. I'm very pleased with my coverage and truly appreciate the adjuster's professionalism and genuine care for me and my claim."

**Chubb claim payment: \$35K**

Dream boat to total nightmare

Our client was excited to finally achieve his dream of purchasing a 43-foot luxury vessel. But the day before receiving the yacht, our client received the devastating news that it sunk at the dock due to an improperly assembled hose that came loose and flooded the vessel. The boat was declared a total loss. Chubb's Claims team jumped into action. With a deep understanding of the complexities involved, we swiftly initiated recovery efforts against the manufacturer and secured a portion of the loss, providing a glimmer of hope in an otherwise grim situation.

Reflecting on his experience, our client expressed his gratitude for the unwavering assistance he received from Chubb: "My claims adjuster was smart, knowledgeable, and highly responsive in a very complex situation."

**Chubb claim payment: \$46K**

For more examples demonstrating the value of Chubb's claims difference, visit:

www.chubb.com/agentmarketing