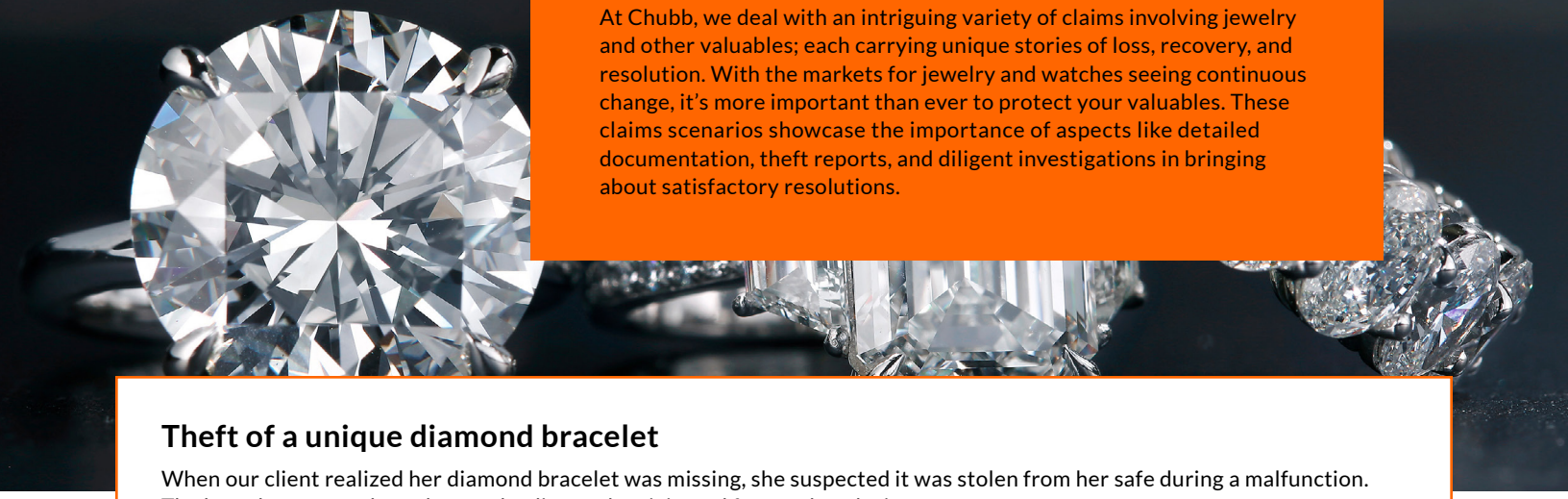
CHUBB®

FEBRUARY 2024

What has claims seen lately?

At Chubb, we deal with an intriguing variety of claims involving jewelry and other valuables; each carrying unique stories of loss, recovery, and resolution. With the markets for jewelry and watches seeing continuous change, it's more important than ever to protect your valuables. These claims scenarios showcase the importance of aspects like detailed documentation, theft reports, and diligent investigations in bringing about satisfactory resolutions.



Theft of a unique diamond bracelet

When our client realized her diamond bracelet was missing, she suspected it was stolen from her safe during a malfunction. The bracelet meant a lot to her, as the diamonds originated from a closed mine.

The diamonds had recently been re-assessed by the Gemological Institute of America (GIA), and in response to this event, the claims adjuster asked GIA to track the stones. GIA certified diamonds are each assigned a unique identifying number, which serves as a tracking mechanism in the event of theft. GIA, working together with local law enforcement, found that the person who had presented the diamonds at the jeweler was the same safe company employee who had visited the client's home to fix the safe.

Chubb resolved the claim with the client for the pre-determined value, since the bracelet was used as evidence by the police. After the legal proceedings involving the safe company employee concluded, the bracelet was handed back to Chubb.

Chubb claim payment: $365K

Successful stolen watch recovery

Our client's valuable watch was stolen from their possession. At the time of the loss, the client filed a police report. An individual unknowingly purchased the stolen watch from a jeweler. When the individual later took the watch to the manufacturer for servicing, security flags identified it as a stolen item.

The Chubb Special Investigations Unit let us know that the original owner was interested in reclaiming the watch. The unaware purchaser, upon discovering that they had bought a stolen good, relinquished their claim to the watch. The watch had been tampered with, and Chubb covered the expenses to restore it to its original state.

Chubb claim payment: $11K

Damaged diamond ring

A client's diamond ring suffered a chip and was concerned if it would be able to be repaired. An initial report confirmed coverage due to impact but still needed further assessment to clarify the extent of the damage. Our adjuster skillfully navigated our client through the process, liaising with a master cutter, contents vendor, and client's jeweler.

During the repair, additional damages were found on the adjacent smaller diamonds on the ring. Our adjuster's meticulous attention to detail while navigating the complexities in calculating Loss in Value led to a very satisfying claim experience for our client.

Total payment: $310K

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

www.chubb.com/agentmarketing

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. © 2023 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. Insurance provided by ACE American Insurance Company and its U.S. based Chubb underwriting company affiliates. All products may not be available in all states. This communication contains product summaries only. Coverage is subject to the language of the policies as actually issued. Surplus lines insurance sold only through licensed surplus lines producers. Chubb, 202 Hall's Mill Road, Whitehouse Station, NJ 08809 (Ed. 02/2024)