

Chubb Commercial PaperFree for Insured & Producer Policy Copies

Frequently Asked Questions

Chubb is implementing additional PaperFree capabilities for Commercial Insurance and Financial Lines policies.

What additional Chubb Commercial PaperFree capabilities will be available?

In 2021, Chubb introduced an improved Chubb Agent Portal with a notification panel listing the most recent policies issued as well as other available documents. This improved experience allows agents to easily download and view their latest Chubb Commercial Producer and Insured policy copies. The IVANS Commercial PaperFree capability will still be available to agents who are enrolled or wish to enroll to receive policies digitally via IVANS eDocs.

The logo for Chubb, consisting of the word "CHUBB" in a bold, blue, sans-serif font with a registered trademark symbol.

Note: Agents will be able to view their policies digitally on the Chubb Agent Portal even if they are enrolled for IVANS.

What is changing?

Chubb will no longer be printing and mailing Insured copies of Chubb Commercial Insurance and Financial Lines policies in most cases. These documents will be available digitally, along with Producer copies, either via IVANS or the Chubb Agent Portal.

Note, when you log into the Agent Portal for the first time after the 2022 Commercial PaperFree initiative rollout, you will be required to accept updated Terms & Conditions confirming your agreement to access policies digitally via the Agent Portal and to deliver them to the Insured. Upon acceptance, your agency will be enrolled in Chubb Commercial PaperFree and your digital access will begin - within one week thereafter, you will no longer receive printed policy documents.

What is not changing?

Policies that require special handling, some compliance-related policy documents (e.g., non-standard posting notices, Auto ID cards, etc.), bills that aren't already delivered digitally, some notices and other non-policy documents will continue to be printed and mailed. If you already receive Producer and/or Insured policy copies via IVANS eDocs, that will not change. Additionally, policy documents already delivered digitally (i.e., Chubb Marketplace, Worldview, Commercial Producer policy copies) will continue to be accessible as they are today.

When will these changes occur and how will I be notified?

Throughout 2022. The first time you log onto Agent Portal following deployment of PaperFree enhancements, you will be required to accept updated Terms & Conditions confirming your agreement to access your policies digitally via the Agent Portal and deliver to your Insureds. Upon acceptance, your agency will be enrolled in Chubb Commercial PaperFree giving you digital access

to the policy documents and within one week thereafter, you will no longer receive printed policy documents.

Why is Chubb doing this?

You asked, we listened. Many of our agents and brokers have asked us to reduce the amount of paper we send. At Chubb, we are continually looking for ways to help our agents grow, manage their businesses, and enrich their overall digital experience. Printing less elevates the agent experience, is better for the environment, and creates efficiencies associated with digital access to policies as opposed to managing paper copies.

What policy types will be included?

In-force policies for new lines, renewals, rewrites, and endorsements will be available. Note, cancelled/expired policies and historical data will be accessible via the Policy View link within the Chubb Agent Portal.

What is not included?

There are some cases where you will continue to receive paper copies of policies or other documents including those with special handling instructions, certain compliance forms, reprints, some audits, policies associated with producer codes yet to be enrolled, and bills that aren't already delivered digitally. Additionally, there are some Commercial Insurance and Financial Lines policies that are currently printed that may not be eligible for PaperFree at this time. They will continue to be printed and mailed. Contact your local branch representative with any questions. If you already receive Producer and/or Insured policy copies via IVANS eDocs or another digital method from Chubb, that will not change.

When will I receive my documents electronically?

Chubb Commercial PaperFree PDFs will be available the day after a policy is issued by Chubb before close of business. For those enrolled with IVANS, Chubb sends policy documents to IVANS mailboxes once per day.

How can I access Producer & Insured Copies?

PDFs of Insured Copies can be viewed and downloaded via our secure Agent Portal:

<https://secure.chubb.com/>

- Click on View next to "Policy documents" on the Notifications panel to show newly issued documents or search by specific account or policy number using the "Account & policy search" button.
- Click on down arrow in the Actions column to download the Insured copy.
- Click on right arrow in the Actions column to view the Producer copy and/or expired policies in Policy View (note: not all users have access to Policy View – contact your local Chubb contact if you cannot locate a particular policy or document).

At this time, only in-force policies are included in the search results and not all accounts and/or policies are available via the Agency Portal. Policies not available via Agent Portal will continue to be printed and delivered via USPS or existing processes. We are continuing to work on adding additional policy systems to the search feature. You can access documents from previous policy terms by clicking on the "View In Source System" link or visit our Policy View application.

Note: not all users have access to Policy View. If you require information about policies written with Chubb that are not available in your search results, please contact your local Chubb representative or help desk. For CISA users who require access to additional documents (including those from previous terms), please contact your CISA account executive.

Is there anything I need to do?

When you log into the Agent Portal, you will be required to accept updated Terms & Conditions confirming your agreement to access your policies digitally on the Chubb Agent Portal and deliver to your Insureds.

If you want to continue to receive printed policies, contact the Chubb eBusiness Help Desk at ebusinesshelp@chubb.com or 877-747-5266, option 2. You can still accept the Terms & Conditions and proceed to the Agent Portal if needed for other activities.

Note: If you are already enrolled for IVANS eDocs delivery of Producer and Insured Copies, you can continue to access Producer and Insured Copies via IVANS eDocs. If you wish to enroll in IVANS eDocs delivery, contact the Chubb eBusiness Help Desk at ebusinesshelp@chubb.com.

How do I get a Chubb Agent Portal User ID or reset my password?

To obtain an Agent Portal User ID, contact your agency's Chubb administrator. If you don't know who your agency's Chubb administrator is or if you don't have a Chubb administrator, go to <https://secure.chubb.com/> and click the "Request Access" link.

To reset your password, click the "Forgot Password" link on the Chubb Agent Portal login page.

Have other questions or need more information?

Contact the Chubb eBusiness Help Desk at ebusinesshelp@chubb.com or your local Chubb office.