

Seeing from your *clients' perspective*



Meet Padmini and her agent, Jessica

Jessica played an important role in guiding Padmini on insurance policies and educating her on the value of her insured benefits.

Prospective first-time & young clients:

Padmini, a young adult, is just starting her career. She commutes from Kajang to Kuala Lumpur every day for work. Though covered by an existing insurer, they are slow to respond to her needs. One of her worst experiences was spending hours waiting for roadside assistance in extreme weather conditions. With an experience like this, she thinks the hefty premiums are not worth their value.

During the pandemic, she was hit with a 50% pay cut that forced her to review her expenses. That's when she met Jessica, an agent from Chubb recommended by her colleague. Jessica understands the financial struggles of a young working adult because she was once like her. Jessica helped Padmini get a clearer view of things, reflect on what she feels most concerned about, and advise her on the potential risks of being underinsured if she decides to get the cheapest coverage. Jessica's explanation and real-world examples helped Padmini realise her real needs.

With a clearer picture of her actual needs, Padmini decides to switch to Chubb's MY Car Insurance, which offers her comprehensive coverage that includes additional benefits at a reasonable premium. She feels more secure knowing her insurance package comes with special perils protection and additional benefits such as unlimited yearly towing & roadside assistance, inclusive of a replacement car benefit*. She also followed Jessica's advice to get windscreen damage cover to safeguard herself against the risk of falling trees due to unpredictable weather.

Jessica has now built a long-term relationship with Padmini, knowing she made the right decision to protect herself financially with Chubb. Furthermore, Jessica is always there for her via WhatsApp. Jessica is also reachable on Instagram & TikTok and has a good number of followers on her own. She constantly shares educational content that caters to the younger generation like Padmini. As a result, Jessica now has a loyal and growing customer base who are potential prospects for other Chubb products as they progress in their life and career.

Discover how to add more value for clients at chubb.com/sellinginuncertaintimes/my

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