

New Chubb Claims value proposition

Strategic alignment		
Client challenge/client need	Claims proposition	Client benefit/client value
Alignment between policy and delivery servicing	We view claims as the ultimate test of our product. We work with clients and brokers to craft the correct outcome.	We deliver what is promised.
Thorough understanding of client's business	For complex and/or global programmes we nominate a relationship manager who is the claims service focal point and will work with the client to ensure collaborative delivery of service protocols. Our world class claims service is achieved through a team approach with nominated claims handlers who really understand the client's business and service requirements. Access to local experts worldwide to ensure the best outcome of all claims.	Consistent and streamlined approach to prevent surprises and pay claims. Help you navigate through the company worldwide.
Middle market clients with international and difficult exposures	Size does not matter - from underwriting to paying claims - we craft global claims programmes offering superior technical intervention across the world.	Ensure that high standards are agreed and met.
Crisis management	We empathise with your needs and put people first. We have pre-agreed protocols and relationships with market leading experts to handle reputation and communication issues.	Protect your employees. Protect your assets. Protect your reputation.
Control and manage		
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Timely and quality service	Our claim team is empowered to make decisions that result in fair and timely settlement of claims. The client remains at the forefront of decision making resulting in a collaborative and efficient outcome.	Timely payment to minimise impact on the business. Solutions provider to minimise your business risks. "Can do" approach!
Management of international claims	Extensive experience of handling cross-border claims. Global network of knowledgeable claims professionals - we have global presence and local expertise. Central co-ordination and communication through claims relationship managers.	Consistent service delivery and process enhancements.
Management of claims information	Our award-winning tool Worldview has been enhanced to allow any multinational clients access to detailed loss information. Detailed loss information are displayed with loss alerts, export functions to upload loss data enabling customised delivery and sophisticated management information.	Online display of loss data in real time and accurate picture of the losses. 24/7 access to Worldview to see status and progress.
Quick turnaround on inquiries	Responsive and quality action on enquiries via local claims servicing professionals and access to experienced experts worldwide.	Consistent and timely outcome in any location.

Up-to-date insight		
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Reliability	We offer key contact points to resolve any issues in addition to proactively manage the relationship. We never forget the commitment shown to us by clients and their brokers. We staff our organisation with knowledgeable, courteous claims professionals.	Continuity and consistency in the claims servicing.
Expertise on ever-changing multinational issues	We know each multinational claim issue is specific to a client. Our experienced in-house team will craft a solution that meets client's expectations and compliance needs.	Uniformity and accuracy in the claims handling wherever.
Transparency	We continually support our clients throughout the duration of the policy through regular client meetings to view pertinent claims and ensure we are delivering a first-class service. We communicate and are accountable for developments, throughout the claims lifecycle through regular and honest dialogue with our clients and brokers.	"No surprises"

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