

# Chubb Environmental Incident Alert

## Incident Response Process

This guide details how to access Chubb’s incident response team, how to report a claim, and what to expect next.

### Accessing Chubb’s Incident Response Team

#### Key Features

- 24/7 incident reporting via your mobile device, computer, or phone
- Access to emergency costs in the first hours following an incident
- Customized email alerts and updates
- Streamlined access to an incident response team that will help you handle an environmental incident from the initial intake through post-review claims handling
- Enhanced local-language Capabilities - 6 languages
- A single point of entry to response management and Chubb’s claims department



### Mobile Application

New!

Find the “Chubb Environmental Incident Alert” app on the Apple Store for iOS devices and the Android Store for Android devices:



### Online

New!

Access our platform:  
[www.chubbeia.net](http://www.chubbeia.net)



### Telephone

#### Hotline

Please note the hotline numbers for each country below

#### Local phone Numbers / freephone numbers

Australia	1-800-009063	New Zealand	0800443143
Belgium	080038562	Norway	80014941
Brazil	0800-76-10828	Portugal	800855764
Denmark	80250805	Puerto Rico	18772006119
France	0805 110 484	Singapore	8001205472
Ireland	1800937174	Spain	800300534
Italy	800145679	Sweden	0200883393
Mexico	0018559026505	Switzerland	0800312619
Netherlands	08000201749	U. Kingdom	08002794841

# What to Expect - The Process

## Before an incident occurs...

- Chubb's Environmental Risks policyholders can download the Chubb Environmental Incident Alert app or visit [www.chubbeia.net](http://www.chubbeia.net) to enrol. Enrolment allows for one-click reporting when an incident occurs.

## When an Environmental incident happens



### Online Reporting

Report via the mobile app or online. After clicking "Report an Incident", you will receive a call requesting basic contact information and incident details.



### Notification to Chubb

Incident details are sent to Chubb's Environmental claims team to fulfil your policy's notification requirements. This will allow for efficient communication of policy response.



### Recovery

Once the incident is contained, the Incident Manager will support you in the recovery of your business activities, with the assistance of the experts that you have appointed.



### Calling to Report

Report by calling your local hotline number, you will be asked for basic contact information and incident details.



### Incident Response Manager

Incident details will be sent to a local Chubb's Environmental claims team. And you will be contacted by an Incident response Manager who will assist you in coordinating expert assistance as needed; either via Chubb's pre-approved panel or your existing vendors upon your instructions. This may include crisis management, environmental consultants, environmental contractors, legal counsel, and other necessary assistance.



### Follow-up

Chubb's specialist panel will then discuss the provision of additional services to assist you with your analysis of the incident to include future remediation, a review for lessons learned and risk mitigation advice.