

# TankSafe®

## Frequently Asked Questions Chubb Environmental

During the course of accessing the TankSafe® system, you may run across some questions or troubleshooting issues. This document provides information and solutions to help guide you through our portal. If you find that your questions are not addressed through the FAQ document please refer to the TankSafe® User Guide or email [tanksafepolicychange@chubb.com](mailto:tanksafepolicychange@chubb.com) for additional assistance.

### Administrative Questions

**How do I receive user access to TankSafe®?**

If you are new to the system and have not previously registered, please contact [produceradmin@chubb.com](mailto:produceradmin@chubb.com) or your regional Chubb underwriting contact to secure a user name and password for system access. Please allow for three full business days to receive your access information. Access information and a copy of the Tanksafe® User Guide will be sent from [produceradmin@chubb.com](mailto:produceradmin@chubb.com).

**Will ONE User ID and Password suffice for an office?**

Chubb recommends that multiple employees at a specific broker office each obtain their own user name and password to access TankSafe®. Be advised that users should not share IDs and Passwords. In the event that the sole employee is not available to bind a previously quoted account, Chubb will not be able to bind coverage on your behalf. Therefore, it is important for each employee to secure their own user credentials.

**Who do I contact if my TankSafe® account goes inactive?**

Current users who have not been active on the site within the past 90 days will become inactive. To reactivate your user name and reset your password, contact [produceradmin@chubb.com](mailto:produceradmin@chubb.com) and please allow one full business day for reactivation.

**Do I need to send Chubb a copy of the signed application?**

No, however please retain an electronic or hard copy in your files.

**What are Chubb's requirements with respect to our files?**

As an approved broker in Tanksafe®, Chubb requires that you retain an insured signed and dated Chubb application along with a completed inventory sheet in the file. Please note that Chubb conducts periodic audits of broker files and will request this documentation to confirm the accuracy of the submission in Tanksafe®.

**How do I renew my policy?**

An email is sent to the broker about 65 days prior to the renewal period as a reminder that a particular account will need to be renewed. Because Tanksafe® is an online system, it is the broker's responsibility to review and renew each of their accounts. Renewal submissions can be found in your homescreen Work Queue under the Upcoming Policies for Renewal section. All information for the renewal is prepopulated into the system with the exception of the Application Questions.

**Will any post bind or midtermchanges appear on my renewal?**

No. For any post-bind or midterm changes that were processed you must add these to the renewal submission. It is the broker's responsibility during the renewal process to make sure all account information is properly updated in TankSafe® prior to quoting and binding.

**I have received a non-renewal notice from Chubb. Does Chubb intend to nonrenew my storage tank account?**

The non-renewal notice is a standard document that is issued on all online Tanksafe® accounts. It is our intent to renew the account provided that it qualifies for coverage. It is the broker's responsibility to renew the account in Tanksafe®.

**How does an Insured cancel a policy?**

You may cancel a policy in accordance with the terms and conditions of your Policy and by sending a signed LPR (Lost Policy Release) to [tanksafepolicychange@chubb.com](mailto:tanksafepolicychange@chubb.com). Please refer to the User Guide for assistance.

**How do I bind accounts in Tanksafe®?**

After you have logged into Chubb Tank- Safe®, please select the appropriate account in your Work Queue. Selecting the appropriate account will route you to the Application Preview section. Once this screen appears- select Next at the bottom of the page. The following screen will provide you with the option to Bind Coverage, please select Bind Coverage. Please note however that it is not necessary to send a bind order request to your underwriter.

## Administrative Questions (continued)

### **How do I make changes to a policy after it has been bound?**

The broker cannot make changes to a policy in Tanksafe® once it is bound. Please send any change requests to: tanksafepolicychange@chubb.com. Please include the insured name and policy number in your correspondence.

### **How do I correct the name of an insured that is spelled incorrectly on the Policy in Tanksafe®?**

Please send an email to tanksafepolicychange@chubb.com and include the policy number and the insured name as it appears on the policy.

### **How do I obtain loss runs?**

Please send your request for loss runs to: tanksafepolicychange@chubb.com with the policy number and insured name in your correspondence.

### **Are accounts within Tanksafe® transferrable?**

No, all accounts are non-transferrable.

### **If I need an endorsement added to for a current Tanksafe® account, can that be created in the system?**

No, endorsements are created manually and you would need to contact tanksafepolicychange@chubb.com.

### **If I am traveling on business or out of the office and do not have access to the Tanksafe® online system, can an Chubb underwriter quote and bind business on my behalf?**

No, Chubb underwriters cannot quote and bind business on the broker's behalf based on verbal or email requests from the broker or accessing Tanksafe®. It is the broker's responsibility to quote and bind business, or coordinate during their absence with an employee in their brokerage office that has their own user name and password, to quote and bind coverage for an account.

### **How do I access the print feature in Tanksafe®?**

If at any point you need to print documents you can do so by searching your policy number from the work queue or home screen. Searching the policy number will open up printer access in the left hand column menu within the system.

## Billing Questions

### **How should I process a Broker of Record (BOR) request?**

Please send all BOR requests to tanksafepolicychange@chubb.com. Please note that all BOR requests must be sent to Chubb 30 days prior to expiring for processing. Once a BOR is processed you will receive our acknowledgement letter which allows 5 days for the incumbent to challenge. The renewal submission can be transferred to you 30 days prior to expiring. Please send a request at that time.

### **Are Tanksafe® accounts agency or direct billed?**

Agency billed

### **Whom do I contact regarding my Tanksafe® invoice or any finance related questions?**

Please send your invoice or finance related questions to tanksafepolicychange@chubb.com.

## Coverage Questions

### **Will Tanksafe® cover storage tanks that are empty, closed, abandoned, portable or out of compliance?**

No, it is not part of Chubb's intent or our appetite to insure storage tanks that are empty, closed, abandoned, portable or out of compliance. Please discuss this further with your underwriter if you have additional questions.

### **Does Tanksafe® cover oil and water separators?**

No. For additional information please contact your underwriter.

### **Will Tanksafe® consider coverage for residential storage tanks?**

No. The storage tank pollution liability policy only covers storage tanks located at commercial properties.

### **What are Tanksafe® guidelines with respect to older underground storage tanks?**

The online Tanksafe® system prohibits coverage for any storage tank 30 years of age or older. In addition, any underground storage tank that is located in Connecticut and is 25 years of age or older will be prohibited in Tanksafe®.

Chubb. Insured.<sup>SM</sup>

The above is a product summary only. For current terms and conditions of coverage, please refer to the policy.

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 is provided by Chubb 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 is sold only through licensed surplus lines producers.

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