



During these unsettling times, we want to reinforce our commitment to clients and brokers. Insurance companies and brokers are needed more than ever, and while most Chubb colleagues are now working from home, rest assured we remain available to provide the same level of service you have come to expect.

Chubb is closely monitoring the spread of the COVID-19 coronavirus and continually reviewing guidance issued by government health authorities, including the Centers for Disease Control, the World Health Organization and local health authorities. We seek to minimize any disruption to our clients and brokers, while ensuring the safety of our employees. To that end, we have modified some of our service protocols.

- **Our Service teams are working remotely** and we are prepared to handle new business and endorsement processing you would normally handle. If you have transactions you need processed please email plsc.online@chubb.com or use the @ChubbCanada Brokersite at <https://broker.chubbinsurance.ca>. Please ensure that you are following the helpful tips document we sent earlier this week that you can access [here](#). We are working as quickly as we can to restore our Personal Risk Service Centre phone service to you and will update you shortly on when we can receive in-bound calls.
- **Risk Consultants will be offering virtual inspections for all clients in North America.** In our revised process, our risk consultants will request information from the client and may request information from you to aid in preliminary home assessments, determine replacement values, and prioritize recommended actions for our mutual clients. You and the client will receive a report like you do today. We may decide to conduct in-person inspections at a later date. At this time, there are no changes to our coverage or underwriting processes and we will service our clients at the same high level we always have, but we will engage with them virtually.
- **Underwriting staff are operating remotely** and will continue to work with you virtually, using digital technologies to conduct business. At this time, our underwriters are handling business as usual. If you have any concerns, please reach out to your Underwriting Manager.
- **Our Sales team is also remote** and will continue to engage with you to develop, quote and close new business, retain and cross sell renewals, resolve issues, answer questions, and communicate new offerings such as market trends. The best thing you can do for your clients now is advise them on the importance of quality insurance to fully protect their assets in this time of uncertainty.
- **Our @ChubbCanada Brokersite is open 24/7.** Please refer to the [helpful tips](#) to set up access for you and your team on the Brokersite and the resources available on the broker portal.
- **Claims Reporting is unchanged.** Clients and brokers can continue to report claims through email by contacting canadaclaims@chubb.com and over the phone at 1-800-532-4822. Chubb's Claims Service Centres are staffed to handle incoming calls and client inquiries. Adjusters are continuing to provide timely client response including conducting inspections with safe practices. As updates are provided, we constantly educate our teams on best practices recommended by Governmental Health Authorities. We also continue to work with our preferred service providers to deliver the best possible

response to your clients.

The steps we're collectively taking in our communities are important for "flattening the curve" and slowing the spread of this virus. Your Chubb team is prepared and able to assist you and your brokerage. Let them know if you need help, should your situation change, or if our clients need special assistance.

We are monitoring new developments so that we can quickly adapt and continue to provide the best possible service experience to our clients and brokers. As always, thanks for the trust you place in Chubb. Please stay safe and healthy.

Sincerely,



Paul Johnstone
Executive Vice-President, Personal Risk Services
Canadian Region

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