

Claims Service

CHUBB®



Peace of Mind

Chubb's claims service offers you peace of mind in knowing that your claim will be handled fairly, swiftly, and professionally.

Our Values

Chubb has been known for its unparalleled claims service built on core values of honesty, fairness, empathy and integrity.

Our Reputation

How we are remembered for settling claims is as important as the coverage we provide – it is the time when we deliver on our promises. To make the process as easy as possible for everyone involved we endeavour:

- To contact customers within 6 hours of reporting a loss
- To issue payment within 48 hours of settling a covered loss.
- To treat customers fairly, with empathy and courtesy.

Financial Stability

Chubb consistently receives high ratings from A.M. Best for financial stability, and from Moody's and Standard & Poor's for claim-paying ability, attesting to Chubb's solid financial strength.

Superior Service

Our claims personnel are dedicated to providing customers with the best claims service in the industry. Throughout the year, we survey customers on their claim experience and consistently receive "superior" satisfaction ratings.

Personal Risk Services

Cash Settlement Option

Chubb does not require a customer to rebuild their home or replace their contents. They will almost always have the option to take a cash settlement and use the money as they see fit.

The Chubb Difference

Chubb claims adjusters have the experience to understand your concerns. We explain every step of the claim settlement process, provide guidance throughout, and work to settle claims quickly and equitably.

Global Network

At Chubb, we have the ability to work with our global claims network and complement our worldwide coverage with worldwide service*.

You can report a loss or submit a claim by contacting your broker or by contacting us directly:

Email: CanadaClaims@chubb.com
Canada wide 24 hour claims service:
1.800.532.4822

* Territorial restrictions may apply.

Chubb. Insured.SM

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. In Canada, Chubb operates through Chubb Insurance Company of Canada and Chubb Life Insurance Company of Canada. All products may not be available in all Canadian jurisdictions. In the United States, insurance is provided by ACE American Insurance Company and its U.S. based Chubb underwriting company affiliates. This communication contains product summaries only. Coverage is subject to the language of the policies as actually issued. Chubb is the world's largest publicly traded property and casualty insurance group. With operations in 54 countries, Chubb provides commercial and personal property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to a diverse group of clients. Chubb Limited, the parent company of Chubb, is listed on the New York Stock Exchange (NYSE: CB) and is a component of the S&P 500 index.