Setting a standard, delivering beyond

Delivering excellence in claims management

At Chubb, we understand that handling every claim is the most critical test of our service, support, and reputation. We aim to exceed your expectations not just through what we do but how we do it, by delivering a truly personal experience at the point of claim.

What sets us apart are our Claims Values:

1. Specialists in risk

Our claim handlers are experts in their field, empowered to respond from global to local, complex to simple, large to small claims. With specialists in every discipline we underwrite, Chubb finds solutions to the most challenging claims situations. With our claims teams located alongside our underwriters, we adopt a joined-up approach that helps us deeply understand each risk.

With over 43,000 colleagues, based in 54 countries and territories, and with network reach into 200+ countries, we are a truly global company. We provide expertise that is sensitive to our customers' cultures, markets, and the diverse regulatory environments in which they operate.

43,000+
colleagues worldwide

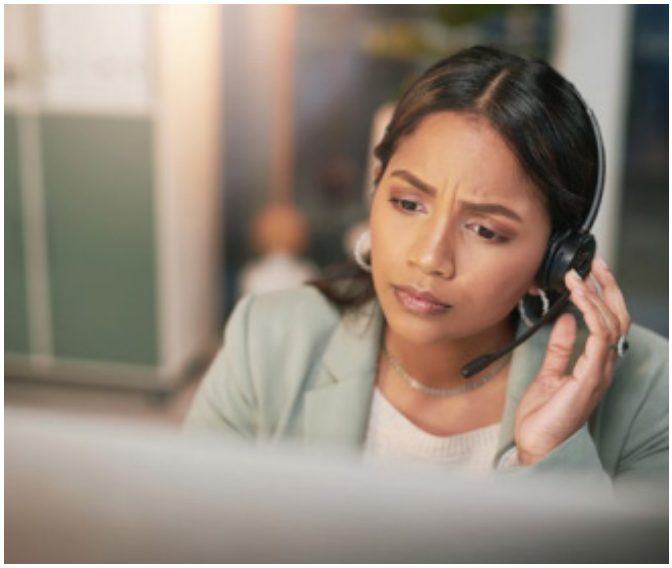
200+
countries and territories reached

2. Solutions focused

Our experienced staff take personal responsibility for your claim, empowered to seek creative solutions. In the majority of territories, claims are allocated to the same small team, ensuring familiarity and efficiency. Our long staff tenure means our claims handlers build long-term relationships with our customers, truly getting to know their business. Our claims handlers are empowered to take real ownership of their claims, often handling claims from start to finish.

3. Trusted to deliver

We continually strive to improve our claims service by listening to our customers and their brokers and by driving improvements through genuine dialogue and feedback. We monitor our performance through customer feedback, surveys, complaints, compliments, awards, business partner and broker feedback, customer testimonials, and Q&A sessions.



For more information, please contact your local Chubb representative.

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