

Sensitive matters, swift resolution

Protecting reputation and trust

Policy Triggered: Financial Institutions – Crime



Empathy

Chubb recognised the personal and organisational sensitivities, handling communications and investigations in a discreet, considerate, and supportive manner.



Proactivity

Chubb acted swiftly, anticipating risks and guiding the Insured through the complex investigation before issues escalated.



Commerciality

By combining expertise with practical action, Chubb ensured the loss was reviewed efficiently while maintaining internal trust and protecting reputation.

£2.5m
claim paid

1. The Event

A senior executive was discovered to have embezzled funds over several years, manipulating internal expense processes and causing substantial financial losses.

2. The Impact

The Insured lost £2.5m over three years. The sensitive nature of the case, involving a trusted senior leader, risked reputational damage and internal disruption..

3. The Problem

Balancing loss recovery with discretion was critical. Handling the matter sensitively was essential to maintain employee confidence and protect the organisation's reputation.

4. The Solution

Chubb worked closely with the Insured, combining technical expertise with empathy. The adjuster guided the investigation discreetly, providing solutions that ensured a fair and efficient resolution.

5. The Outcome

The financial loss was swiftly reviewed. Chubb's empathetic, solutions-focused approach preserved internal confidence and reputation, delivering both settlement and peace of mind during a highly sensitive situation.

