

Stuck, but not for long...



1. The Event

A customer's excavator became immobilised in a peat bog whilst operating on their client's wind farm. Fuel leakage and subsequent pollution of the ground and watercourse was the immediate risk.

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2. The Impact

In the event of pollution occurring, the customer would have been liable for the remedial costs and the resulting reputational damage.



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5. The Outcome

Trevor's approach and advice led to the customer taking sensible remedial action. The wind farm operator was satisfied that no further damage had occurred or action was required.

The customer was "massively impressed" at the speed of our response and the technical support provided.



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4. The Solution

The claim was notified via the Environmental App and received immediately by Trevor, Chubb's claims handler, who spotted the potential risk and instructed an expert Loss Adjuster (Sedgwick). The Loss Adjuster spoke with the customer that evening, providing technical advice, support and the option to use a specialist recovery firm.

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3. The Problem

Swift action required either salvaging the vehicle or isolating the fuel leak to avoid a pollution incident.

Environmental claim for polluting watercourse

Policy Triggered:

Public Liability cover

The Chubb difference:

- ✓ **Proactivity**
Our claims handler, Trevor, knew where the potential risks lay, and acted immediately.
- ✓ **Technical ability**
Our loss adjusters provided timely technical advice and support, enabling our customer to avoid any material pollution.
- ✓ **Dialogue**
Talking through the solutions with our customer, Trevor helped them to confidently manage the situation.