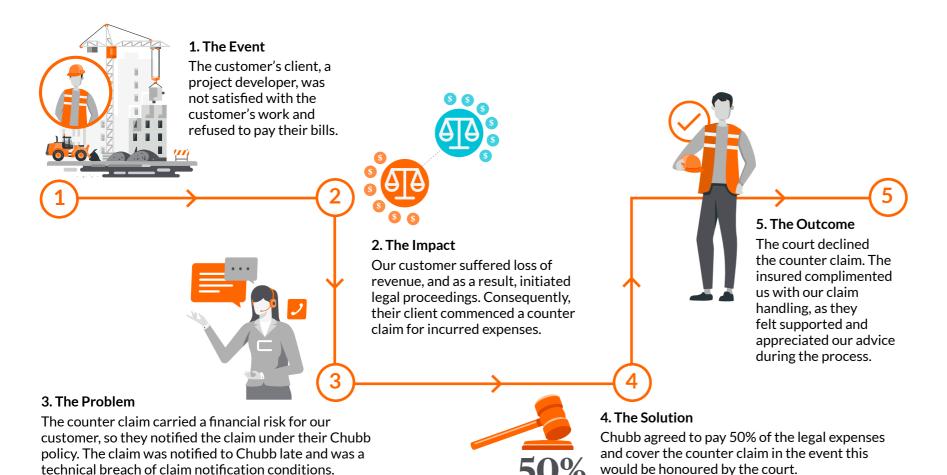
Valuing the relationship, not just the premium



Empathy played an important part in achieving a

desired resolution. We understood our client, the issues at play and the impact on their business.

Customer's client refusing to pay their bill

Policy Triggered:

Professional indemnity

The Chubb difference:

- **✓** Empathy
 - Tanja understood the customer's position and the impact it had on their business.
- **✓** Solutions focussed

Despite late notification, Tanja quickly confirmed cover and began supporting the customer with immediate effect.

Experienced staff

Our extensive experience meant we could guide our customer through the entire process.

CHUBB

However, Tanja our claims handler, wanted to support

the customer and provide the appropriate expertise.