The strength of our global network



1. The Event

The customer, an Italian company, sold software and equipment used for credit card transactions in the US.

However, the subsidiary was sued by various parties for printing too many card digits on the receipts.



1

\$100m

2. The Impact

With a pending lawsuit in the US, the potential damages and fines could have totalled up to \$100m.



5. The Outcome

Chubb successfully supported the customer through the process, negotiating the damages down to circa \$2m.

3. The Problem

Our customer lacked experience in this level of litigation, nor did they have direct access to US lawyers who could provide advice and assistance on managing the claim.

Chubb, thanks to its global network of lawyers, was able to offer the support that the customer needed.

4. The Solution

Chubb's claims handler in Italy liaised with colleagues in the US to select and appoint an expert lawyer. Throughout proceedings our claims team was able to support the customer and ensure the lawyers were acting in their best interests.

Potential damages and fine

Policy Triggered:

Cyber

The Chubb difference:

✓ Dialogue

Chubb's claims handler established the level of expertise and experience that the client had in handling this type of litigation.

Commerciality

Supporting the customer throughout, Chubb helped to keep damages down to \$2m.

✓ Proactivity

Through Chubb's global network, Chubb helped find and appoint expert representation.

