# Forging stronger relationships



1. The Event Forged steel parts delivered by our customer showed cracks after they were mounted to third party equipment, leading to a product liability claim of potentially €700,000. Our customer proved to be liable.



2. The Impact

In addition to the high financial exposure for our customer, the Chubb claims handler found some policy interpretation issues which required careful investigation.

#### 5. The Outcome

Our customer was pleased with the intervention and our ability to pay part of the claim, opting to renew their policy with Chubb.

#### 3. The Problem

Realising that the customer would suffer a large financial loss if the policy interpretation issues were not resolved quickly, our claims handler involved the underwriters to gain an expert understanding of the scope of policy cover.

#### 4. The Solution

After initiating discussions with the broker and the underwriter, the claims handler was able to settle part of the loss. During the discussions we also suggested amendments to the wording that would improve clarity for any future losses.

# Product liability claim for cracks in forged steel

#### **Policy Triggered:**

**Public Liability** 

### The Chubb difference:

#### ✓ Proactivity

Chubb's claims handler identified some coverage issues in the customer's policy.

### ✓ Dialogue

Having identified the coverage issues, Chubb's claims handler quickly looked to resolve these with the underwriters.

#### Commerciality

Our claims handler was able to settle part of the loss and also suggest amendments to policy wording.

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