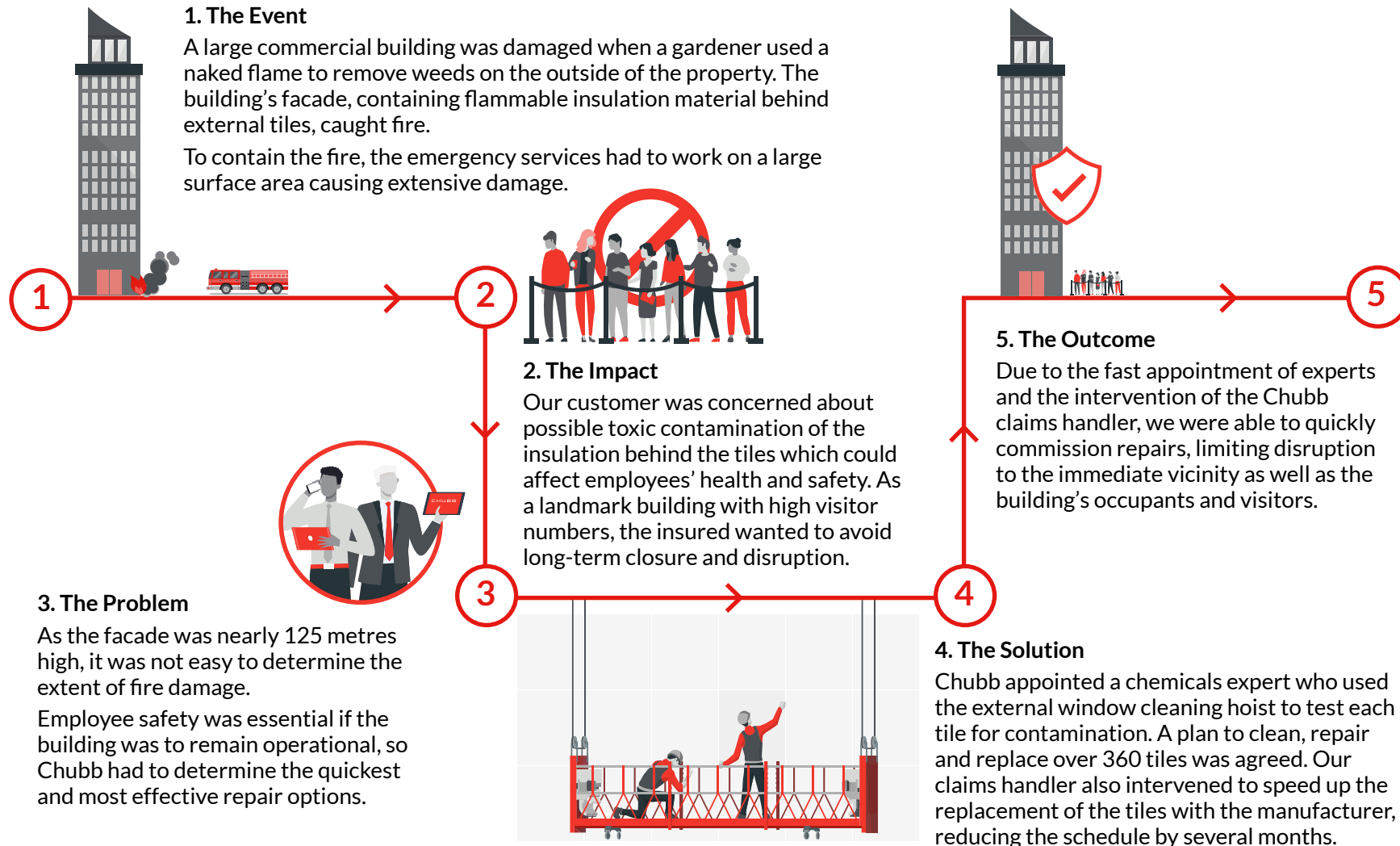


# Looking beyond the facade



## Large commercial building fire

### Policy Triggered:

Property

### The Chubb difference:

- ✓ **Proactivity**  
Chubb's claims handler was able to speed up the replacement of tiles, by intervening directly with the manufacturer.
- ✓ **Technical ability**  
We quickly appointed a chemicals expert to test for contamination of the building's tiles.
- ✓ **Dialogue**  
Chubb helped establish a route forward with the customer and kept them informed throughout.