



Claims Service Quality Marque

About the 2026 award

CHUBB®



Congratulations Chubb, on achieving the London Market 2026 Gracechurch Claims Service Quality Marque (SQM), awarded to those claims teams that provided outstanding service in 2025 based on broker feedback.

Chubb's service has remained strong throughout 2025, and Chubb finishes the year with its highest NPS since 2015. Chubb leads the Market in Aviation & Space, Marine and Property claims. This is the sixth consecutive claims Service Quality Marque awarded to Chubb.

Brokers recognise Chubb's knowledge and responsiveness, and the accessibility of its handlers.

Ben Bolton, Managing Director, Gracechurch



Service Quality Marque

The SQM has been awarded annually since 2017 to insurer claims teams who have been rated in the Gracechurch Claims Service Monitors as having consistently outstanding service quality.

In 2025, 30+ London Market insurers were measured, based on over 4,200 individual ratings provided by claims brokers.

Why Chubb qualified for the 2026 SQM

How your service ratings compared



NPS in the top quartile

86%

86% of service ratings
highly rated

43%

43% of service ratings in
the 'excellent' range

Customer focus

Chubb's Claims team combines excellence in approachability, knowledge and responsiveness.

Ratings strength

Chubb outperforms the Market average on all service metrics and is especially strong on:

- Relationships
- Expertise

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Broker comments about Chubb

“Good all round product knowledge and helpful.”

“Great communication, handlers are experienced and helpful.”

“Top service: extremely fast response, commercial mindset, always available, professional.”

“When you speak to a specialist, they are very knowledgeable and can respond quickly.”

“Knowledgeable staff, quick responses, friendly/approachable staff.”

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Ben Bolton says:

“Chubb continues to stand out for the consistency and quality of its claims service across both the London and UK Regional markets. Brokers value the team’s expertise, responsiveness and strong commercial approach, across both markets. This consistent approach to quality service makes Chubb a deserving recipient of the 2026 Claims Service Quality Marques for both London and the UK.”

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Get in touch

Make your success count



Gracechurch.

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