



Claims Service Quality Marque

About the 2026 award

CHUBB®



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

Chubb's service has remained strong throughout 2025, finishing the year 3rd in the UK market in NPS. Chubb leads the market in A&H, Casualty, Marine, and PI/D&O claims. This is the fifth consecutive Service Quality Marque Chubb has been awarded, and Chubb remains the only insurer to be awarded the Claims Service Quality Marque for its performance across both the London and UK Regional Markets.

Brokers recognise Chubb's knowledge, responsiveness, and the quality of the team overall. communication. Chubb's leading people in particular are known for being helpful, experienced, client- and service-focused.

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, 20+ UK Market insurers were measured, based on over 2,700 individual ratings provided by claims brokers.

Why Chubb qualified for the 2026 SQM

How your service ratings compared



Service and NPS ratings are in the top quartile for 2025

83%

83% of service ratings highly rated

44%

44% of service ratings in the 'excellent' range

Customer focus

Chubb combines excellence in knowledge, responsiveness, prompt settlement of claims, and the quality of the team.

Ratings strength

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

- Expertise
- Commerciality
- Communication



Broker comments about Chubb

"Always striving to be best in class from claims service provision."

"Very strong claims service - speedy, in-depth responses, easy to contact."

"Very commercial in their approach; good communication and flexibility."

"Very friendly and helpful staff. Good response times."





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.”



Get in touch

Make your success count



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