

Chubb Travel Smart download instructions

Your company has chosen Chubb to provide your business travel insurance. As a member you have access to our handy smartphone app, Chubb Travel Smart.



Chubb Travel Smart is designed to help you stay one step ahead while on the move, providing pre-travel advice and alerts directly to your phone. It also enables your employer to send you messages, such as changes to your itinerary, or emergency alerts and can also help them to locate you if you have been involved in an accident or have suddenly become ill anywhere in the world. The following instructions help you download, install and register to use the app.

To download the app to your phone or tablet

1. Download the app appropriate for your device via the below:



2. One-time registration process - once you've downloaded the app you can complete the one-time registration process within the app by clicking on "Sign Up" below the login button. You will be prompted for:
 - your email address and password
 - your company policy number
 - your mobile phone number (including the country code)

Alternatively you can register online at: portal.chubbtravelsmart.com

3. Once the app is downloaded and your registration is complete you will receive a final email to verify and activate your profile. From your smartphone, click the link within the email and follow the instructions to activate your profile.

4. Tap on the Chubb Travel Smart app icon and sign in using your email address and password you created during the registration process.

We hope you enjoy using Chubb Travel Smart.

Important note

A key benefit of Chubb Travel Smart is the ability to find you in an emergency. It is therefore important that you allow 'location services' after installing the app. We recommend that you ensure that 'Location Services' are set to 'Always' so you can be located in an emergency but you can turn this off when you are not travelling on business.

In the app, you can check your privacy settings by clicking 'Privacy' on the homepage, and ensuring that the 'Service' button is toggled on. You may also want to check your phone's settings to ensure that location access is enabled.

iOS / iPhone users

To check, navigate to your phone's 'Settings' menu and select 'Travel Smart'. On the next screen, select 'Location' and choose the level of location access you'd like to grant to the app.

Android users

To ensure location services are turned on, navigate to your phone's 'Settings' menu, then search for the Travel Smart app. On the 'App info' screen, select 'Permissions', then 'Location permission'.

Technical Support

For technical support:
E travelsmart@chubb.com