Discover the Chubb Agent Portal

The New Chubb Agent Portal:

Centralized, Personalized, Revolutionized.

For Personal and Business Lines agents, Chubb Agent Portal provides a personalized homepage; a seamless way to view all your business with Chubb; and convenient access to all of your Chubb applications.

We are proud to provide a wide variety of complementary digital solutions that allow your agency or brokerage to service your clients better, faster, and more efficiently. We are continuously investing in technology to deliver solutions for your most frequent requests: real-time transaction processing and 24/7 access to policy, claims, and billing information. Our portal can interface with third-party agency management systems to allow you to manage information across different carriers in one central location.

Personalized Homepage Tools

Personal Lines

Client Look-Up

The client dashboard provides policy, billing, claims, and assessment information for the policies in a client's household. You can also generate Proof of Insurance, access Auto ID cards, upload documents, create a Client Portal account, and pay a bill on behalf of the client.

Endorse a Policy/ Retrieve a Quote

Enter the policy/quote number or client name, and you'll be directed to the appropriate system to make changes.

Start a New Quote

Select the line(s) of business you'd like to quote, and you'll be directed to the appropriate system to process your quote – seamlessly!

My Alerts

View customized key account notifications directly from your homepage.

Business Lines

Account and Policy Search

Quickly select or search for a customer or policy number using pre-populated dropdowns. View all available in-force policies, policy documents, and contacts for search results.* View documents directly in Agent Portal or navigate to the source system for additional detail.

Explore Book of Business

View your entire book of business or in-force policies available for one or many products, by selecting from pre-populated drop downs based on the business you do with Chubb. View all available policy documents and Chubb contacts for search results.*

Quote or Modify Business

Quickly select the application you are looking to access and you will be directed to process your quote – seamlessly! Tool tips provide a short overview of each application available for your ID.

My Notifications

View customized policy and application notifications directly from your homepage.

* Accounts and policies available in search results are based on the agency codes associated to your user ID. At this time, not all policies and/or policy documents are available via the portal. We are continuing to add additional policies and policy documents to the search feature.

Available Applications:

Account Servicing Solutions

Application	Description
Business Loss Runs*	Easily obtain loss run reports including the number of losses, as well as loss and payment details. You can obtain loss information on individual policies or an entire account, 24/7, and select to look back three years or five years.
Client Catastrophe Tracker	View snapshot of major catastrophes along with client locations.
Direct Bill Info Center*	View or reprint your customers' Business Lines Direct Bill account and policy billing, including payment details, installments, and pending cancellations.
Policy View*	View PDFs of policy transactions for your clients' commercial and Financial Lines insurance programs.
Report a Loss*	Submit a loss while on the phone with a client and immediately provide them with a claims reference number which automatically cedes into your agency management system for future reference.
Worldview	Allows users to monitor the status of their Chubb Multinational and US Domestic Large Account programs in real-time from an easy-to-navigate and interactive home screen.

*These solutions are also available in real-time via some agency management systems.

Quote, Bind, & Modify Business

Application	Description
Cargo Certificate Issuance	Create cargo certificates and record shipping activity and storage exposures.
Chubb Marketplace	Offers a quick and easy way to quote, issue, and service all of your small business and commercial cyber accounts.
Commercial eSubmission Form	Provides an easier submission experience combined with expedited underwriting. Available for select industry segments.
DecisionPoint℠	Quote professional liability coverage for privately-owned companies and not-for-profit organizations.
TankSafe®: Environmental Liability	A fully automated, Internet-based system that provides commercial underground and aboveground storage tank insurance.
Group Personal Excess	Submit a new application, manage enrollment for New Lines, Renewals, and Endorsements, and retrieve Certificates of Insurance.
Individual Travel Accident (Passport 360)	Create Passport 360 quotes for new lines and endorsements.
Masterpiece Real-Time	Create Masterpiece quotes for new lines and endorsements.
ORCA	Obtain real-time quotes for Recreational Marine insurance with the ability to bind and issue 24/7.
PLS	Create Platinum Portfolio quotes for new lines and endorsements.
u•writer℠	Obtain a rate, quote, or binder for contractors' equipment, builders' risk and/or motor truck legal liability insurance. In addition, u•writer allows you to process renewals and print quote letters, binders, and client invoices.
Westchester FastTrack	A fully automated policy quote and issuance platform for a wide variety of Westchester products.
WORLDcert™	This state-of-the-art, interactive clinical trial insurance quote and certificate management system assures your life science or clinical research organization of fast, accurate documentation.

Available Applications:

Sales Support Solutions

Application	Description
Agent Marketing Center	All Chubb Personal Risk Services marketing materials together in one place.
Building Valuation System	This tool from Marshall & Swift/Boeckh (MS/B) helps assess the value of a commercial building. This robust application provides detailed, up-to-date commercial valuation data in an easy-to-use format.
Business Income Consultation	This digital tool will help you calculate the right amount of insurance, to ensure your clients' business can survive the interruption of operations and the loss of income. Learn more at www.chubb.com/mybi
Cross-sell Admin	Select individuals within your agency or brokerage can choose to provide your clients the ability to purchase some coverages directly.
Mid-Market Agent Resource Center	This new one-stop-shop provides you with a variety of digital tools and co-branded resources to grow your business across the middle market. (www.chubb.com/rediscover)
Mid-Market Web App	Easily access appetite and resources across nearly 30 industry practices and 70 products. (www.chubb.com/appetiteapp)
My Resources	A library of reference materials including Contact List, System Announcements, Marketing Materials, Forms & Letters, Systems and Training information, and State Information including Rate and Rule manuals, Contract Guides, and Coverage Summary guides.
Portal Learning Center	Access training videos and user guides.

Agency Management Solutions

Application	Description
Commission Statements (Business Lines)	Select individuals within your agency or brokerage can access monthly commission summary information and view and print documents by producer code, on demand, for current and historical statements.
Monthly Commission Summary (Personal Lines)	Select individuals within your agency or brokerage can access monthly commission summary information and view and print documents by producer code, on demand, for current and historical statements.
Direct Deposit Commission	Agencies can have commission payments deposited directly via Electronic Funds Transfer. Individuals with Accounting Specialist or Agency Principal roles may enroll the agency electronically.
Resend Policy Downloads	Request download resends, review recent download transactions, and more.

Available Applications:

Claims & Risk Management Solutions

Application	Description
ChubbWorks	Offers convenient access to comprehensive EPL loss prevention tools, including model employment policies, procedures and forms, and more.
Claim View*	Provide your clients with detailed information about their claim status within 24 hours of an update, including certain adjuster notes. The check inquiry feature allows you to view detailed claim check payment information on third-party liability and first-party claims within 24 hours of the claim check issuance.
Risk Engineering Resource Center	The Risk Engineering Resource Center contains hundreds of risk management best practices and technical resources to help mitigate and minimize a company's risk.
Dimensions	A risk management information system designed for companies with a sizeable cost of risk that demand direct and timely access to their loss information, Dimensions empowers users to better monitor and manage claims programs, reducing overall costs

*This solution is also available in real-time via some agency management systems.

Download & Upload Solutions

Solution	Description
Claims Download	Daily downloads of your claims details will keep you on top of your customers' claims activities, including first notice of loss and claims status updates (Applied only).
Claims Activity and Notes	Works with TransactNOW for updates every two hours (Vertafore only).
Commercial Lines Policy Download	Populate your agency management system with the latest detail within two days of when a transaction occurs. For Small Business: BOP, Umbrella, and Worker's Compensation policies available. For Mid-Market Business: Commercial Auto policies available.
Commercial PaperFree	Provides agencies and brokers with electronic versions of all transactions that typically generate paper, including new lines, renewals, rewrites, endorsements, audits, cancellations, and more. Most Commercial and Financial Lines products and policy types are included via IVANs.
Direct Bill Commission Download	Update your agency management system with your Monthly Commission Statements, allowing you to reconcile your agency records with Chubb's quickly and easily.
Personal Lines Policy Download	Populate your agency management system with the latest detail within two days of when a transaction occurs.
Rate Request (Applied) and **Quote Request** (Vertafore)*	Also known as Upload and available for Homes and Auto, this capability enables you to have policy information from your Applied or Vertafore agency management system bridged directly into Masterpiece® Real-Time.

* This solution is also available in real-time via some agency management systems.

Available Applications:

Administrative Solutions	
Application	**Description**
Access Management Portal	New! The reimagined Access Management Portal provides a fast and easy way for Agency Administrators to create and manage users. The agency or brokerage designates an Agency Administrator (through their local Chubb representative), who then has the authority to create, edit, and revoke user IDs and passwords for its employees.
Forgot User ID	Located under the login box, this application allows users to quickly receive their forgotten or misplaced user ID via registered email address.
Forgot Your Password	Located under the login box, this application allows users to quickly reset their locked or forgotten passwords via registered email address.

Additional solutions are also available.

For more information or if you would like information on how to get access to the Chubb Agent Portal, contact the help desk:

Personal and Accident & Health agents, please contact Agency Support at 1-866-324-8222, option #1, or send an email to agencysupport@chubb.com.

Small business agents, please contact the Small Business Help Desk at 1-800-664-8514, or send an email to SmallBizHelpDesk@chubb.com

Commercial and A&H agents, please contact the eBusiness Help Desk at 1-877-747-5266, option #2, or send an email to ebusinesshelp@chubb.com

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About Chubb

Chubb is the world's largest publicly traded P&C insurance company and the largest commercial insurer in the U.S. With operations in 54 countries and territories, Chubb provides commercial and personal property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to a diverse group of clients. Chubb Limited, the parent company of Chubb, is listed on the New York Stock Exchange (NYSE: CB) and is a component of the S&P 500 index.

Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit our website at www.chubb.com. Insurance is provided by ACE American Insurance Company and its U.S.-based Chubb underwriting company affiliates.

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