

Discover @chubb
for Personal Lines

CHUBB®



We are proud to provide a wide variety of complementary digital solutions that allow your agency or brokerage to service our 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. We also partner with top agency management systems that allow you to manage information across different carriers in one central location.

Access our digital solutions via @chubb, the secure gateway into Chubb's service and expertise. Driven by your agency role, @chubb provides a set of links and data that pertain to your individualized needs.

Quote, Bind & Modify Business

Application	Description
Masterpiece Real-Time	Create Masterpiece quotes for new lines and endorsements.
PLS	Create Platinum Portfolio quotes for new lines and endorsements.
ORCA	Obtain real-time quotes for Recreational Marine insurance with the ability to bind and issue 24/7.
Group Personal Excess	Submit a new application, manage enrollment for New Lines, Renewals and Endorsements, and retrieve Certificates of Insurance.

Account Servicing Solutions

Application	Description
My Clients	Provides you with access to Personal Lines client portfolio information from Masterpiece, PLS, Electronic Non-Masterpiece, ORCA (Recreational Marine) and Claims systems.
My Policies*	View policy, billing, claims, and inspection information.
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.

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

Sales Support Solutions

Application	Description
Masterpiece Manuals	View Masterpiece Rate and Rule manuals, Contract Guides and Coverage Summary guides by state.
My Resources	A library of reference materials including Contact List, System Announcements, Marketing Materials, Forms & Letters, State Information, and Systems & Training Information.

Agency Management Solutions

Application	Description
Commission Statements	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.

Claims & Risk Management Solutions

Application	Description
ClaimView*	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.

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

Download & Upload Solutions

Solution	Description
Claims Download	Daily downloads of your claims detail will keep you on top of your customers' claims activities, including first notice of loss and claims status updates. (Applied only).
Claims Activity & Notes	Works with Transact Now for updates every two hours (Vertafore only).
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 real-time via some agency management systems

Administrative Solutions

Application	Description
Chubb's Online Enrollment Center (EAS)	A fast-and-easy way for agency employees to obtain User IDs and passwords for @chubb. The agency or brokerage designates an Agency Administrator (through their local Chubb representative), who has the authority to request and revoke User IDs and passwords for its employees.
Reset Your Password	Located under the @chubb login box, "Password Reset" allows users to quickly reset their locked or forgotten passwords.

Additional solutions are also available.

For more information or if you would like information on how to enroll on @chubb, 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.

Contact

Erin Bazin, CPCU
Vice President, Field Operations
E atclubbinfo@chubb.com

CHUBB®

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 provided by ACE American Insurance Company and its U.S. based Chubb underwriting company affiliates.

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