

## Excess Casualty Incident Alert<sup>SM</sup>

Catastrophic losses can happen unexpectedly at any moment. When these events occur, companies need to have the proper resources ready to deploy at a moment's notice. A quick response is critical to managing the costs of an event and any resulting reputational risks.

### Multi-vehicle Accident Involving Truck Results in Hazardous Spill, Explosion:



1

A tank carrying hazardous material is involved in a multi-vehicle accident on a large interstate highway congested with a lot of traffic



2

The collision results in a spill, causing a large explosion impacting several vehicles in close proximity to the crash



3

News media is covering the accident by helicopter



### By using Excess Casualty Incident Alert:

The transportation company, who is a current Chubb insured, is able to use the geo-location technology to determine the closest spill response contractor within the area to clean up the spill, and deploy crisis communications to help protect the reputation of the company.



### Access Chubb's Excess Casualty Incident Alert Response Team via Mobile Application or Online to:

- Streamline the first notice of loss reporting process to Chubb and route claims to experienced adjusters as quickly as possible
- Route customers to the appropriate catastrophe management resources if applicable
- Assist insureds with geo-locating a local spill response contractor based on their location



### To Download via Mobile:

Search for Chubb Excess Casualty Incident Alert on the Apple Store for iOS devices, and the Android Store for Android Devices



### Key Features

- 24/7 incident reporting via smartphone or computer
- Geo Location technology
- Capability of establishing customized alerts via email and/or text message. The client, broker and Chubb Adjuster have the ability to communicate real-time, in a single alert chain

### Benefits of Early Reporting

- Immediately report a loss to help mitigate overall claim exposure. First notice of loss is coordinated with our in house adjusters
- Business Continuity – minimize disruption to the clients' business and focus on returning to normal operations

# Excess Casualty Incident Response Process

How to access Chubb Excess Casualty’s incident response team, report a claim, and what to expect next.

1

## Online Reporting

Report via the mobile app or online. After clicking “Report an Incident”, you will receive a call requesting basic contact information and incident details.

## Calling to Report

Report by calling your local hotline number, you will be asked for basic contact information and incident details.



2

## Notification to Chubb

Incident details are sent to Chubb’s Excess Casualty claims team to fulfil your policy’s notification requirements. This will allow for efficient communication of policy response.

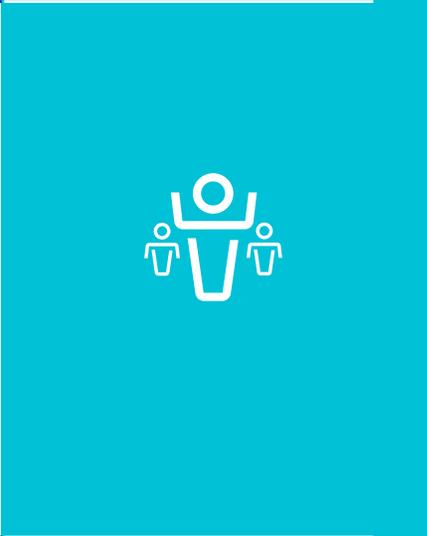


3

## Incident Response Manager

Incident details will be sent to a local Chubb Excess Casualty claims team. You will then be contacted by an Incident response Manager who will assist you in coordinating expert assistance as needed – either via Chubb’s pre-approved panel or your existing vendors upon your instructions. This may include catastrophe management, environmental consultants, environmental contractors, legal counsel, and other necessary assistance. Excess Casualty Incident Alert provides streamlined access to a database of over 3,500 response contractors and resources that insureds can independently engage for services.

Per the terms of your policy, this may vary by insured to insured. Excess Casualty Incident Alert provides streamlined access to a database of over 3,500 response contractors and resources that customers can independently engage, at their own cost, for services.



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## Claim Response

If a claim is reported via Excess Casualty Incident Alert that requires immediate response, the appropriate specialist will be deployed to assess the incident. Ultimately helping to reduce total loss costs and mitigate overall exposure.



Visit [www.chubb.com/us-en/business-insurance/umbrella-excess-casualty.aspx](http://www.chubb.com/us-en/business-insurance/umbrella-excess-casualty.aspx) to learn more about Excess Casualty Incident Alert<sup>SM</sup>

Chubb. Insured.<sup>SM</sup>

The claim scenarios described here are hypothetical and are intended to show the types of situations that may result in claims. These scenarios are not based on actual claims and should not be compared to an actual claim. Whether or to what extent a particular loss is covered depends on the facts and circumstances of the loss, the terms and conditions of the policy as issued and applicable law.

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](http://www.chubb.com). Insurance provided by ACE Property and Casualty Insurance Company, or, in some states, other insurers with Chubb Group. Coverage and pricing may vary by state. This communication contains product summaries only. Coverage is subject to the language of the policies as actually issued. Chubb is the world’s largest publicly traded property and casualty insurance group. With operations in 54 countries, 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.