

# Chubb Multinational Claims Commitment

CHUBB®



You have a deep understanding of your business. Shouldn't you expect the same of the company you entrust to protect it? At Chubb, we employ some of the most experienced claims professionals across a wide range of industries and regions. Our teams bring to the relationship a deep understanding of each industry and geographic area, as well as a commitment to go above and beyond to understand the specifics of your business's culture, assets and risks.

We'll work proactively to prevent or mitigate any damage. But rest assured, should you suffer an unexpected event or legal action, we'll be ready—working as hard for your business as you do. Below are a few core values to highlight:

## **Service Professionalism:**

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- A personal approach that is respectful, empathetic and responsive
- World class proficiency and technical expertise
- Dedicated Claims professionals to service your claims program and handle the unique nature of your losses

## **Cross Border Service:**

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- A global claims network capable of delivering highly effective cross-border service

## **Centralized Claim Reporting:**

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- Dedicated email addresses for all first notice of loss reporting

## **Communication:**

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- Email acknowledgement within 1-5 business days
- Phone contact, where appropriate, by claim professional within 2 - 5 business days from assignment
- Prompt return of phone calls, within 1 business day
- Timely response and/ or acknowledgement of written communications
- Regular updates at key milestones of claim
- Decisions on coverage explained concisely and in plain language

## **Accountability/Access to Leadership:**

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- Escalation process that provides access to senior Chubb claim leadership
- Operating with a sense of urgency at a time when you need us most
- Accountability at all levels to ensure your satisfaction

Your business is unique. So are your claims. We tailor our approach to each and every claim, but remain unchanging in our commitment to providing world-class service.