

# Chubb Trusted Service Network

Superior resources. Chubb approved.

When our clients experience a loss, they know they'll be treated with compassion and empathy as we work quickly to make them whole again. While they can make their own choices in selecting service providers to perform repairs, we've done a lot of the work for them by carefully selecting and approving more than 3,000 professional claim-related service providers for our Chubb Trusted Service Network.

## Chubb Trusted Service Network Advantages



### Urgent Response Within 1 Hour

When clients experience a loss, minutes can seem like hours. Even during catastrophic events, these are the target response times for our clients, through the Chubb Trusted Service Network:



**Urgent situations:** response time 1 hour or less, onsite within 4 hours



**Non-urgent situations:** response time 4 hours or less, onsite within 48 hours (or at the client's convenience)



### 3-Year Guarantee

The professional service providers within the Chubb Trusted Service Network provide a 3-year guarantee on all of their repair work, compared to the industry average of one year. In addition, clients have added peace of mind knowing they are backed by a larger organization.



### Single Point-Of-Contact

A dedicated single point-of-contact within the Chubb Trusted Service Network will help manage the process from start to finish—ensuring work stays on schedule and acting as a liaison to provide ongoing communications and support throughout the claim experience.



### Local Knowledge, Broad Reach

Because of Chubb's far-reaching presence, we are able to maintain a network of professional service providers across the country—making the claim process as seamless as possible for our clients. So no matter where a client is located, trusted and recommended service providers are available who share in the commitment to delivering on the Chubb promise.

Looking for a Chubb Trusted Service Network provider today?

Log onto the Chubb portal under "Claims" to search for a provider. Or, call 800-252-4670 and our Claims Immediate Solutions team can help guide you and your clients based on their needs.

The Chubb Trusted Service Network reports over **90%** client satisfaction scores.



### Trusted Professionals Selected By Chubb

Providing the option of qualified service providers for each and every client is our goal. Each provider within the Chubb Trusted Service Network is evaluated to ensure that they deliver the highest levels of quality and professionalism. Only those who maintain these rigorous requirements will remain part of this select group.



### Housing Options Within Minutes

If clients need alternative living arrangements while repairs are being made, we provide them with short-term housing options within minutes and, if necessary, long-term housing options within a day or two, through the Chubb Trusted Service Network. If available, we help our clients select the kind of housing that is most suitable for them—whether a client needs a similar type of home in their child’s school district or close to a train station.



### What Clients Are Saying About The Chubb Trusted Service Network:

**“They are easy to work with, have been extremely accommodating from a scheduling perspective, very neat and as professional as they come.”**

– Justin D., Chubb client

**“The service was exemplary in every way. We have survived fire and flood but had no idea how big the cleanup would be. They made it easy and stress free.”**

– Eli S., Chubb client

**“I could not have done this on my own. They made a bad situation better and were incredibly responsive and helpful each step of the way.”**

– Lucas C., Chubb client

## Types of Services Offered



Water Damage	Fire Damage	Mold/ Environmental	Catastrophe	Additional Services
Water mitigation	Site stabilization	Testing	Disaster recovery	Consulting
Drying	Deodorization & soot removal	Remediation	Debris removal	Large-scale cleaning
Dehumidification	Contents pack out & cleaning	Abatement	Temporary power	Building inspection
Moisture control	Document & electronics restoration		Pre-loss disaster planning	Risk analysis
	Reconstruction		Priority status	Staff training

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

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 American Insurance Company and its U.S.-based Chubb underwriting company affiliates. All products may not be available in all states. This communication contains product summaries only. Coverage is subject to the language of the policies as actually issued. Surplus lines insurance sold only through licensed surplus lines producers. Chubb, 202 Hall’s Mill Road, Whitehouse Station, NJ 08889-1600. Form 30-01-0102 (Ed. 12/19)