



Chubb Personal Insurance Catastrophe Response Center

*If you have experienced a loss, please call **1-800-CLAIMS-0** (1-800-252-4670) or fax 1-800-300-2538 any time of the day or night to submit a claim within the United States under most Chubb policies. Alternatively, visit [Report a Loss](#) to file a claim electronically.*

Chubb Personal Insurance strives to help customers before, during and after a natural catastrophe. Our appraisal and loss prevention department can help customers identify risks in and around their home to help prevent losses such as home fires, destructive water leaks, and burglary. We also help customers identify ways in which they can improve the likelihood that their home will withstand a natural disaster. Prior to and during an event, our claims representatives position themselves to be able to quickly respond to our customers' needs, ensuring a rapid claims resolution process.

In addition, Chubb offers several additional services that add an additional layer of protection for customers who are in the wake of a catastrophe or have recently experienced an event.

Chubb Wildfire Defense Solutions

Chubb *Masterpiece*[®] and *Texas Platinum*[®] homeowners policyholders in select states automatically have *Wildfire Defense Coverage* that provides reimbursement for reasonable expenses incurred while defending the insured home from wildfire. While customers always have the option to choose their own wildfire defense provider, Chubb offers select policyholders in these same states the option to enroll in *Wildfire Defense Services*, which can help provide an additional layer of protection from an encroaching wildfire.

[Learn More](#) about Chubb's Wildfire Defense Services
[Enroll](#) in Chubb's Wildfire Defense Services
[View Helpful Tips](#) to help protect your home from wildfires

Chubb Property Manager

Chubb Property Manager can help remote homeowners for whom we provide wind coverage in the state of Florida by acting on a homeowner's behalf after a hurricane to assess damage to the customer's seasonal or secondary home. The service, available to customers who complete and submit their enrollment form, can help the homeowner accomplish the following time-sensitive tasks, often in a matter of hours, which might otherwise take weeks to complete:

- Automatic deployment of Chubb representatives, who can provide a report on the condition of the home.
- At the customer's request, a claim can be quickly submitted if damage is discovered.
- Chubb can immediately arrange for short-term repairs.

[Learn More](#) about Chubb Property Manager
[Enroll](#) in Chubb Property Manager
[View Helpful Tips](#) to help protect your home from hurricanes



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www.chubb.com/personal

Chubb refers to the insurers of the Chubb Group of Insurance Companies. Chubb Personal Insurance (CPI) is the personal lines property and casualty strategic business unit of Chubb & Son, a division of Federal Insurance Company, as manager and/or agent for the insurers of the Chubb Group of Insurance Companies. Actual coverage is subject to the language of the policies as issued.

The coverages and services described in the literature are not available in all jurisdictions and are not available to condominium, cooperative or renter policyholders, but are available to houses under construction and houses that are rented to others. Wildfire Defense Coverage is triggered only when a wildfire is within three miles of a residence or when a civil authority initiates an evacuation order as a result of an approaching wildfire.

Chubb and its representatives will use their best efforts to provide these services. There may be instances when Chubb will not be able to provide these services. There is no guarantee that these services will prevent damage.

Evaluations, reports and recommendations are made solely to assist Chubb in underwriting and loss control. Evaluation of any hazard or condition does not mean that it is covered under any policy. No warranties or representations of any kind are made to any party. Neither Chubb nor its employees or agents shall be liable to any party for the use of any information or statements made or contained in any evaluation, report or recommendation.