Auto-Pay Setup Guide

Chubb is pleased to offer you Auto-Pay, a time saving bill payment solution that takes the hassle out of paying your insurance premium.

Auto-Pay:

- Is available through our web site at no cost to you,
- Responds to bills as they are issued by Chubb and automatically schedules payments on the date your premium is due,
- Notifies you via email when a payment is scheduled so you have time to contact your agent or broker should you have a question about a bill.

How to Use Auto-Pay

To start using Auto-Pay:

1. Register on Chubb's web site and access your policy(s)
2. Sign up for online bill payment
3. Set up Auto-Pay to manage payments for your next billing cycle

If you have never added your policy(s) online:

Follow the instructions in the "Registering on Chubb's web site and Add Your Policy(s)," "Sign up for online bill payment" and "Set up Auto-Pay" sections of this guide.

If you have already added your policy(s) online and are currently paying Chubb online through our web site:

1. Log in to Chubb's web site with your user ID and password
2. Click the "Pay my bill" link
3. Follow the instructions in the "Set up Auto-Pay" section of this guide.

If you have already added your policy(s) online but are NOT paying Chubb online through our web site:

1. Log in with your user ID and password
2. Follow the instructions in the "Sign up for online bill payment" and "Set up Auto-Pay" sections of this guide.

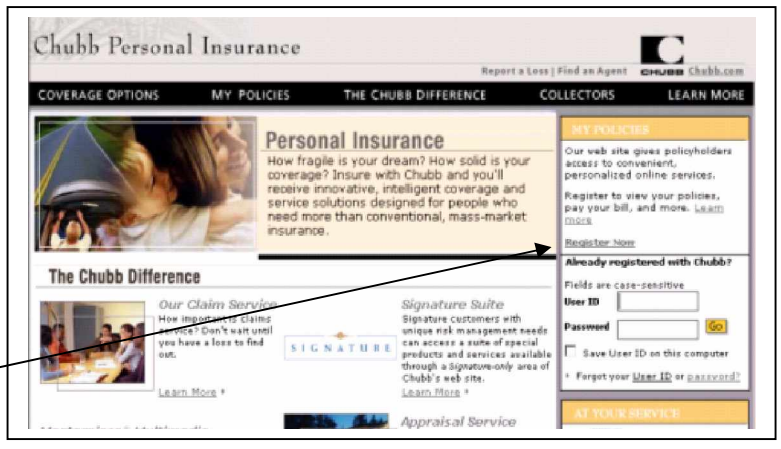
If you have forgotten your password and/or your user ID select the "Forgot your User ID or password?" links and follow the instructions to obtain your user ID and reset your password online. If you need further assistance please contact Chubb's customer care team at 866.324.8222.

Registering on Chubb's Web Site and Adding Your Policy(s)

Follow these instructions if you have never accessed your policy(s) on Chubb's web site.

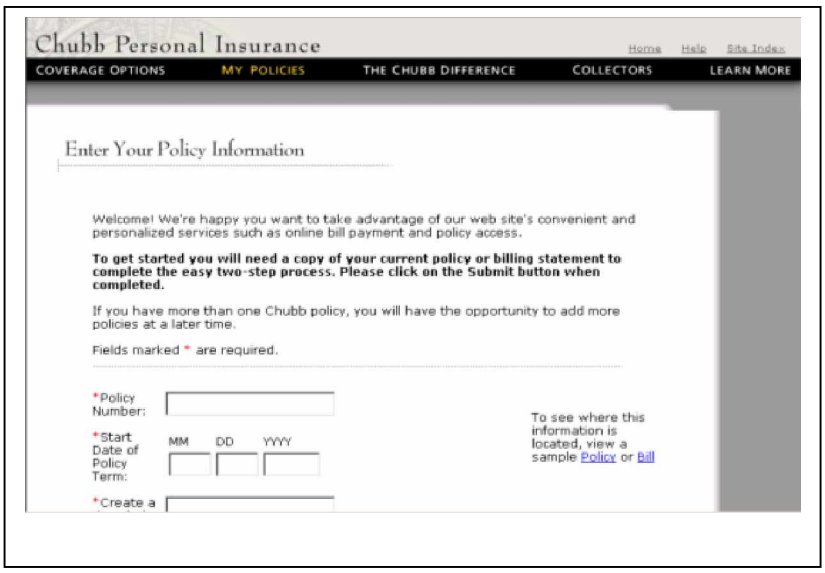
To get started go to Chubb's web site at (www.chubb.com/personal) and click the "Register Now" link"

This will begin online registration.



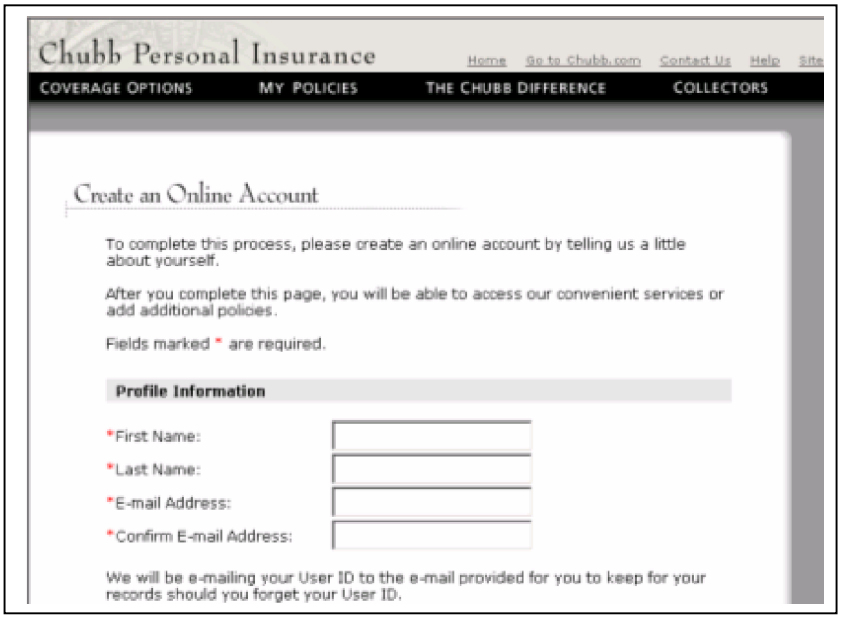
Step 1 – Enter Your Policy Information

To complete the easy two step registration process, you will need to validate that you are the policyholder by entering information found on either your current policy or most recent bill.



Step 2 – Create an Online Account

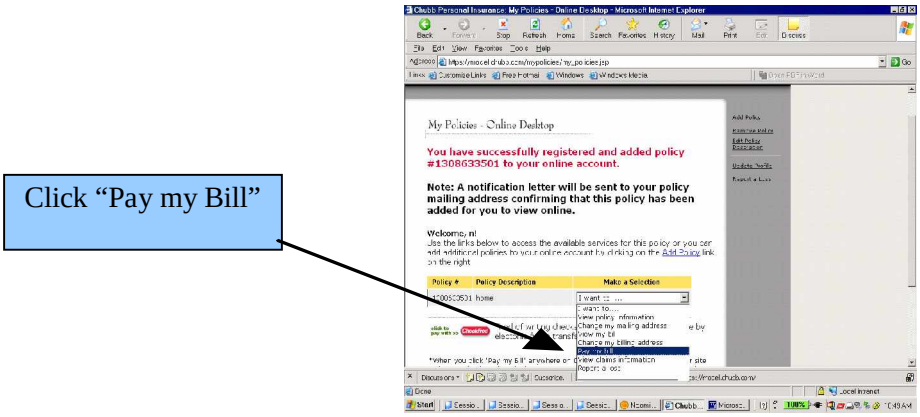
Complete the fields to create your online account. This will involve creating a user ID and password, providing an email address, answering challenge questions, and agreeing to the site's terms and conditions.



Sign Up for Online Bill Payment

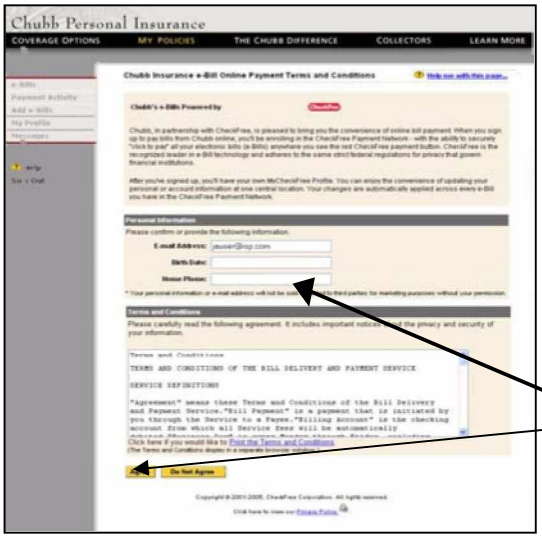
Follow these instructions if you have never paid your Chubb bills through our Web site.

Step 1 – Select "Pay My Bill" from any of the drop down menus or select "Click to Pay with CheckFree"



Chubb has formed a relationship with CheckFree, a leading provider of online bill payment services, to offer you some of the best online bill payment solutions available today.

When you select these links on Chubb's web site, you will be sent to a site CheckFree manages for Chubb. Chubb will send information you provided during online registration and information regarding your Chubb billing accounts to CheckFree to help you easily establish an online payment account.



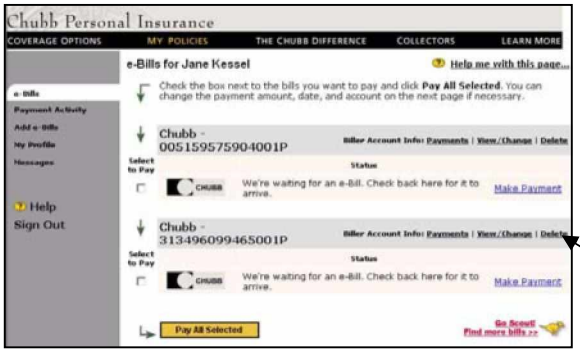
Step 2 – Enroll for CheckFree's eBill Service

Enter your birth date and phone number, review the terms and conditions, and click "Agree."

Chubb is offering you complimentary access to CheckFree's eBill service, the premier electronic bill notification and payment service on the market today. Complete the form that appears and agree to CheckFree's terms and conditions to enroll for eBill.

Set Up Auto-Pay

Follow these instructions to set up Auto-Pay to manage payments on your next billing cycle.



Step 1 – Schedule Payments for any existing bills

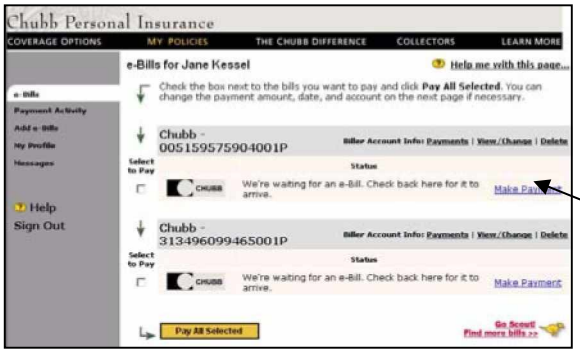
If you have already received a bill from Chubb, you cannot use Auto-Pay to schedule its payment. You must schedule a one-time payment. Click "Make Payment" and follow the screens that appear to schedule payments.

Click "Make Payment."

Step 2 – Return to Chubb's web site within 24 hours of signing up for eBill and Navigate to your eBill online bill payment account

You will not be eligible for Auto-Pay until the day after you enroll for eBill. Chubb needs 24 hours to process all eBill enrollment requests.

Log in to Chubb's web site with your user ID and password and click "Pay My Bill" from any drop down menu or select the "Click to Pay with CheckFree" button.



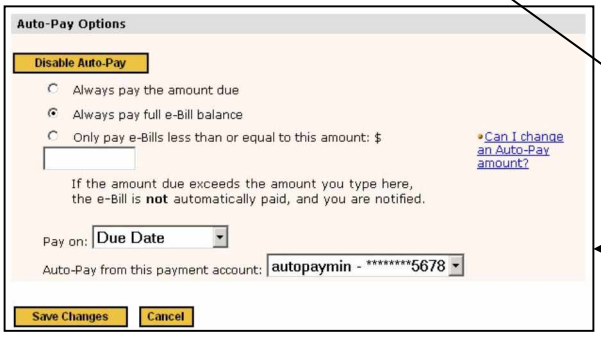
Step 3 – Select the "View/Change" link on the account you'd like to set up for Auto-Pay

If you have multiple policies, you need to enable Auto-Pay for each policy.

Click "View/Change."

Step 4 – Select "Enable Auto-Pay" and make your Auto-Pay selections

Click "Enable Auto-Pay." Then make your selects on the form that appears.



Auto-Pay Selections

Payment Amount Options

Always Pay the Amount Due	When Chubb issues a new bill, Auto-Pay schedules a payment for the amount due for the month. Payments for the amount due are subject to installment charges.
Always Pay the full eBill Balance	When Chubb issues a new bill, Auto-Pay schedules a payment for the balance of your annual Chubb bill. Paying the balance will ensure that you do not pay installment charges.
Only Pay eBills less than or equal to this amount	When Chubb issues a new bill, Auto-Pay schedules a payment for the amount due for the month as long as it is under the payment threshold entered. If you receive an eBill for an amount over the threshold, you are notified via email, but a payment is not scheduled. Payments for the amount due are subject to installment charges.

Payment Date Options

Due Date	Payments are scheduled for the due date of the bill.
Receipt of eBill	Payments are scheduled for the next available date following CheckFree's receipt of the eBill from Chubb.

Bank Account Options

This drop down menu allows you to select from which bank account you would like to schedule payments for your policy. NOTE: You can cancel future payments scheduled through Auto-Pay. When a payment is scheduled, you are notified via email so you have an opportunity to follow up with your agent or broker should you have a question about your bill.

Step 6 – Click "Save Changes"

This will save your Auto-Pay selections. If you leave your online bill payment account without clicking this button, your Auto-Pay selections will not be saved.

If you need assistance, don't hesitate to contact Chubb's Customer Care Team at 866.324.8222 or via email at customercare@chubb.com.

Chubb refers to the insurers of the Chubb Group of Insurance Companies. Actual coverage is subject to the language of the policies as issued.
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