

Frequently Asked Questions

Payments

Question: How will Chubb handle cancellations for non-payment for their commercial clients? Has Chubb developed any position or policy regarding insureds having difficulty paying premiums due to businesses having to temporarily close. Will you allow for an extension to pay?



Response: Chubb understands that many of our policy holders have been severely impacted by the events surrounding the novel coronavirus, and we are committed to working with them to make accommodations based on their specific situations. Our number one priority is to help our clients minimize any disruption. During these uncertain times, we will be looking for ways to accommodate our insureds in alignment with guidance provided by state regulators.

For our commercial clients, Chubb will be offering a voluntary 60-day hold on cancellation and nonrenewal notices for all of its US and Canada insureds that advise they cannot pay their premiums due to events related to coronavirus except where a longer period may be required by regulatory order. For commercial insureds interested in requesting this accommodation, they can either contact Chubb directly, or work through their brokers and agents. We will continue to bill premiums but will not cancel for non-payment and no late fees will be assessed during this hold.

In all cases, we will make sure that, in compliance with all applicable regulatory guidance, we are providing accommodations to our insureds where we are required to do so.

Question: How will Chubb handle cancellations for non-payment for their personal clients? Has Chubb developed any position or policy regarding insureds having difficulty paying premiums due to unemployment. Will you allow for an extension to pay?

Response: Chubb understands that many of our policyholders have been severely impacted by the events surrounding the novel Coronavirus, and we are committed to working with them to make accommodations based on their specific situations.

Our number one priority is to help our clients to minimize any disruption, where we can. During these uncertain times, we will be looking for ways to accommodate our

insureds and align with guidance provided by state regulators.

For our Chubb Personal Risk Services clients, we will continue our history of working with clients when they encounter a situation which impacts their ability to pay their premium. For our US clients who cannot pay their premiums on time due to events related to Coronavirus, we will work with them. Any agent or client who would like to discuss the extension of a payment due date should contact our Customer Care Team at 866-324-8222, or customercare@chubb.com. We will review each request individually and follow up as quickly as possible.

In all cases, we will make sure that, in compliance with all applicable regulatory guidance, we are providing accommodations to our insureds where we are required to do so - this includes longer moratoriums on cancellations where specifically required.

Question: Have any of your accounting processes or workflows been altered because of responses to COVID-19?

Response: No, Chubb is fully operational during this time.

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