

# Chubb Preferred Service Providers

Qualified Help When You Need It Most

CHUBB®



Chubb is committed to helping protect your home and possessions, both proactively and following a covered loss. We offer complimentary referrals to best-in-class professionals in maintenance, loss mitigation and restoration. With Chubb, you always have the choice to select your own service providers, or you can turn to us for a referral to a Preferred Service Provider who will deliver the highest standard of service.

## **About Our Referral Network**

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Through a robust database of more than 3,000 independent service providers nationwide, we offer complimentary referrals to pre-qualified specialists such as:

- Alarm and security companies
- Art warehousing and transportation providers
- Art restoration specialists/conservators
- Building contractors
- Auto repair shops
- Fire prevention specialists
- Fine art and general contents appraisers
- Home contents inventory professionals

Our referral network also includes a growing selection of architects, art framers, designers, electricians, exterior maintenance companies, fire sprinkler installers, jewelers, lightning rod installers, plumbing/HVAC specialists, roofers, security guards, seismic retrofitting specialists, storm shutter companies, and specialists in art acquisition, disposal and consultation. The network continues to expand as qualified vendors are in the process of being added to our database.

## **Easy Access 24/7**

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It's convenient and easy to access our referral network 24/7. Just visit [www.chubb.com/personal](http://www.chubb.com/personal) and login with your Chubb policy information. Select "Preferred Providers" and then search

## Personal Risk Services

by specialty or geographic location to find the best match. In many cases, you can link to the provider website for more information. You may also call 1.877.60CHUBB to request a referral.

### **The Choice Is Yours**

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We'll honor your choice of vendors, either proactively or following a covered loss. You are always free to use your own. However, our policyholders often inquire about referrals to qualified vendors, especially after a loss. Our network of preferred providers was created in response to this growing need for referrals.

### **How Service Providers Are Selected**

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The Chubb Preferred Service Provider network has been strategically built based upon relationships we have developed through our claim handling experience and long history of home appraisal service. We include only those service providers who consistently deliver the highest level of service.

### **Priority Service**

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Following are the standards we recommend that our Preferred Service Providers strive to achieve:

- Customer contact within 48 hours of referral.
- Sample of product or service available upon request.
- Experienced and seasoned staff assigned to service the customer.
- Written proposal within one week of initial consultation.
- Priority scheduling and delivery of product or service.

### **Maintaining a High Standard of Excellence**

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We contact our Preferred Service Providers on a regular basis and seek their feedback. Likewise, we evaluate customer satisfaction through our website. Chubb reserves the right to remove any vendor from the network in order to preserve our standard of excellence.

### **Preferred Pricing**

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Many of our service providers offer preferred pricing for Chubb policyholders:

- Percent or dollar discount off the retail list price.
- Free consultations.
- Waiver of fees associated with travel, shipping, setup, etc.
- Rebates for products or services sold through retail outlets.
- Free accessory or upgrade.
- Coupon to be redeemed at time of purchase.

Our vendors may recommend home protection measures that can qualify you for policy discounts from Chubb.

### **Learn more**

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Visit [www.chubb.com/personal/24/7](http://www.chubb.com/personal/24/7) for a referral to a Preferred Service Provider. Login with your Chubb policy information, and select "Preferred Providers". You may also call 1.877.60CHUBB to access our referral network.

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