

Chubb Marketplace

Renewals Frequently Asked Questions



1) When will a list of my upcoming renewals become available in the Chubb Marketplace?

- On July 23, 2018, a list of your upcoming renewals will become available in the Chubb Marketplace beginning with October 22, 2018 renewal effective dates.

2) How do I access a list of my upcoming renewals in the Chubb Marketplace?

- You can access a list of your upcoming renewals in one of two ways:

Option 1 – through the Current Customers tab

Once logged in to the Chubb Marketplace, select the **Current Customers** tab from the top navigation. Then select **Renewals**.

Option 2 – through your client's Customer Profile

You can also find your client's upcoming renewal through their Customer Profile. Under the Current Customers tab, locate the Business Name of the client you are looking to find. Once found, open their Customer Profile and click **View Upcoming Renewals** under Account Actions.

3) How do I view a list of my upcoming renewals assigned to the Customer Service Center?

- To view a list of your upcoming renewals assigned to the Customer Service Center, access the Renewals tab and check the box next to **Include policies serviced in the Chubb Customer Service Center**.

4) What lines of business will appear in the Renewals tab of the Chubb Marketplace?

- Chubb BOP
- Umbrella
- Workers' Compensation
- Commercial Auto
- Cyber Enterprise Risk Management (ERM)/DigiTech® ERM

5) Will my upcoming renewals originally placed through Fast TrackSM or Policy Decisions appear in the Renewals tab of the Chubb Marketplace?

- Yes. Your upcoming renewals originally placed through Fast Track or Policy Decisions will appear in the Renewals tab of the Chubb Marketplace. Once renewed, these policies will be serviced through the Marketplace going forward.

6) When will my upcoming renewals be added to the Renewals tab of the Chubb Marketplace?

- Your upcoming renewals will be added to the Renewals tab of the Chubb Marketplace according to the following table.
- In addition, we are beginning the migration of policies originally placed through Fast Track or Policy Decisions (i.e. pre-Marketplace) into the Marketplace. This will begin for policies with a renewal effective date of October 22, 2018.

Product Line	For Policies Originally Issued in the Marketplace <i>(Days prior to the renewal effective date)</i>	For Policies Originally Issued in Fast Track or Policy Decisions
Chubb BOP	90-days	75-days
Umbrella	90-days	75-days
Workers' Compensation	90-days	90-days
Commercial Auto	75-90 days	75-90 days
Cyber Enterprise Risk Management (ERM)/DigiTech [®] ERM	90-days	Coming Soon*

**Please note, Cyber ERM/DigiTech ERM policies issued in Fast Track (i.e. pre-Marketplace) will be available in the Marketplace beginning August 20, 2018.*

7) When will my upcoming renewals be removed from the Renewals tab of the Chubb Marketplace?

- Your upcoming renewals will be removed from the Renewals tab 30-days post renewal effective date.

8) Where can I check the status of my upcoming renewal within the Renewals tab?

- On the Renewals tab, the status of your upcoming renewal will display under the Status column.

9) What does each status mean?

Status	Description
Pending Issuance	The upcoming renewal has been approved and will issue 30-days ahead of the renewal effective date.
Referred	The upcoming renewal is currently being reviewed by underwriting.
Non-Renewal	An underwriting decision was made not to renew the policy.
Issued	The policy has been issued and will be in force on the renewal effective date. Policy documents are now available under your client's Customer Profile.

10) If my upcoming renewal was referred, how can I determine the reason?

- On the Renewals tab, click on the “Referred” status to access the Renewal Summary where the reason for the referral will be provided.

11) When will I see my “Renewal Premium” for an upcoming renewal with a “Referred” status?

- “Renewal Premium” will appear for an upcoming renewal currently with a “Referred” status once the underwriter finalizes their review.

12) “Expiring Term Premium” and “Renewal Premium” are blank for my commercial auto renewal. Where can I find these amounts?

- Once the commercial auto renewal has been issued, you can find the “Expiring Term Premium” and “Renewal Premium” amounts within the policy documents. To access, click on the “Issued” status within the Renewals tab to access the Renewal Summary and then click **View Policy Documents**.

13) How do I download policy documents for upcoming renewals?

- Policy documents are only available for issued policies. If your upcoming renewal has issued, click on the “Issued” status to access the Renewal Summary and then click **View Policy Documents**.

14) How do my clients access their issued policies if they are not registered for the Chubb Commercial Client Center?

- If your clients are not registered for the Chubb Commercial Client Center, simply access their Customer Profile within the Chubb Marketplace. Next, scroll to the bottom of the screen and click the (+) sign next to the policy you would like to download. Once expanded, click **View Policy Documents**. The policy documents will then download. Then, simply deliver the downloaded policy documents to your client for review.

15) Will upcoming renewals issue within the Chubb Marketplace?

- Yes. As long as the status of your upcoming renewal is “Pending Issuance” the renewal will issue within the Chubb Marketplace.

16) When will upcoming renewals issue and when will billing statements become available in the Chubb Marketplace?

- Upcoming renewals will issue and billing statements will become available in the Chubb Marketplace according to the following table:

Product Line	Issue Date for All Policies <i>(Days prior to the renewal effective date)</i>	Billing Statements Available for All Policies*
Chubb BOP	30-days	19-days
Umbrella	30-days	19-days
Workers' Compensation	30-days	19-days
Commercial Auto	75-90 days	19-days
Cyber ERM/DigiTech ERM	30-days	19-days

** Billing statements will also be mailed 19-days prior to the renewal effective date.*

17) Will renewals have the same duration as the current policy term?

- All upcoming renewals will issue with a 12-month policy term unless otherwise requested.

18) How do I make a change to an upcoming renewal that has not been issued?

- To make a change to an upcoming renewal that has not been issued, open your client's Customer Profile and select **Make a Policy Endorsement** under Account Actions. Please be sure to clarify the change is for the upcoming renewal under the **Additional Endorsement Details** box.

19) How do I make a change to an upcoming renewal that is assigned to the Customer Service Center?

- To make a change to an upcoming renewal that is assigned to the Customer Service Center, open your client's Customer Profile and select **Make a Policy Endorsement** under Account Actions. Please be sure to clarify the change is for the upcoming renewal under the **Additional Endorsement Details** box.

20) How do I make a change to an upcoming renewal that has issued but is prior to the effective date?

- To make a change to an upcoming renewal that has issued but is prior to the effective date, open your client's Customer Profile and select the policy you would like to change. Then click **Make a Policy Endorsement** under Policy Actions. Please be sure to clarify the change is for the upcoming renewal under the **Additional Endorsement Details** box.

21) How do I cancel an upcoming renewal that has not issued?

- To cancel an upcoming renewal that has not been issued, please contact your local underwriter. Your local underwriter can be found on your client's Renewal Summary page. Please be sure to clarify the change is for the upcoming renewal.

22) How do I cancel an upcoming renewal that has issued but is prior to the effective date?

- To cancel an upcoming renewal that has issued but is prior to the effective date, open your client's Customer Profile and select the policy you would like to cancel. Then click **Cancel Policy** under Policy Actions. Please be sure to clarify the cancellation is for the upcoming renewal under the Additional Cancellation Details box.

23) Who do I contact for questions about my upcoming renewals?

- For questions about your upcoming renewals, please contact your local underwriter. Your local underwriter can be found on your client's Renewal Summary page.

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