

Chubb Commercial PaperFree for Insured Copy FAQs



What is Chubb Commercial PaperFree for Insured Copy?

Chubb Commercial PaperFree for Insured Copy enables electronic delivery of legacy Chubb policy documents directly to your Agency Management System via the IVANS eDocs solution. If you enroll, you will receive notifications via IVANS eDocs when new documents become available accompanied by PDF documents of both Insured and Producer Copies.

Why must we use IVANS eDocs? Why can't we just retrieve our electronic policy documents via @chubb?

PDFs of your policy documents will also remain available via @chubb. However, @chubb does not yet have the capability to notify you when new documents become available. IVANS eDocs is the only method currently in place to accomplish this. Chubb is actively analyzing additional notification solutions.

Why should I enroll?

Commercial PaperFree is cost-efficient, "green" and can help reduce the time and costs agents incur to collate/mail or scan paper.

Is this the same as Policy Download?

No. Policy Download sends data from a carrier's system to an agency management system.

What policy transaction types will be included?

All transaction types are included. Examples include: new lines, renewals, rewrites, and endorsements. Billing documents are **not** included at this time. This includes cancellations for non-payment.

What is not included?

There are some cases where you will continue to receive paper copies of policies or other documents due to compliance or legal requirements. If there is a need for non-standard handling (e.g. requests to mail policy directly to the insured), please work with your underwriter to ensure that those instructions will be followed.

What will our agency receive?

You will receive legally accepted electronic versions of Producer and Insured Copies in PDF format.

If I wish to deliver the Insured's copy to the Insured via email, do I need to first obtain the Insured's consent to receive the policy electronically?

Yes. You are responsible for compliance with all applicable laws concerning electronic transactions with the Insured. State law imposes various requirements if the policy will be delivered electronically, including the requirement that the Insured consent to receive the policy by electronic means. If you decide to deliver the policy to the Insured electronically, you are responsible for obtaining the Insured's advance consent to receive the Policy in this manner, and for complying with any other applicable legal requirements. We may audit your compliance with these laws.

When will I receive my documents electronically?

Chubb Commercial PaperFree PDFs will be sent to you the day after a transaction is issued by Chubb, before close of business. Chubb sends policy transactions to IVANS mailboxes once per day.

If I enroll, will my policy documents continue to be available on @chubb as well?

Yes.

Are there any prerequisites for enrollment?

Currently Chubb offers Commercial PaperFree for Agency Management Systems listed [here](#). In addition, you must have an IVANS mailbox and be set up to receive standard ACORD eDocs and messages.

Will changes to our Agency Management System be required?

Most Agency Management Systems need some setup before you can begin receiving electronic documents via IVANS eDocs. Please contact your agency management system provider for instructions on setup and implementation tips.

What if my agency does not have an IVANS mailbox?

Contact your Agency Management System vendor to determine compatibility and to learn how to get an IVANS mailbox.

What is the cost?

Chubb does not charge for this service.

How do I enroll?

Complete the enrollment form: <https://www.chubb.com/us-en/assets/doc/enrollment-form.pdf>, submit it to the Chubb eBusiness Help Desk (ebusinesshelp@chubb.com) and get ready to enjoy Chubb Commercial Insured Copy PaperFree. Depending on when we receive and process your enrollment request and the respective policy issuance dates, you may receive printed copies of inflight transactions.

Have questions or need more information?

Contact the Chubb eBusiness Help Desk at ebusinesshelp@chubb.com or 877-747-5266, option 2 or your local Chubb office.