

Chubb Commercial PaperFree for Producer Copy FAQs

Chubb is implementing additional PaperFree capabilities from Commercial Insurance



What is changing?

Chubb will no longer be printing and mailing Producer Copies of legacy Chubb Commercial Insurance policies.

What is not changing?

Insured Copies of policies, direct bills and compliance-related documents (e.g. non-standard posting notices, Auto ID cards, etc.) will continue to be printed and mailed. If you already receive Producer Copies electronically via IVANS eDocs, this also will not change.

Why is Chubb doing this?

You asked, we listened. Many have asked us to reduce the amount of paper delivered to you. At Chubb, we are continually looking for ways to help our agents grow, manage their businesses and enrich the overall digital experience. The process is simplified since the Chubb Producer Agreement provides for us to communicate with you electronically.

When will this happen and how will I be notified?

Over the course of Q1 and Q2 2019. When Producer Copies for your agency are migrated to electronic delivery, you will begin to only receive Insured Copies of policies via mail.

How can I access Producer Copies?

As always, PDFs of Producer Copies can be retrieved and viewed via our secure agency website, @chubb: <https://www.chubb.com/@chubb>. After login, click on "Business Policy Detail" in the "Quick Links" menu on the left to view PDFs of policies with "Policy View"

As noted previously, those enrolled for IVANS eDocs delivery of Producer Copies, can continue to access Producer Copies via IVANS eDocs as well.

Is there anything I need to do?

No. The change to electronic delivery of Producer Copies will happen automatically.

When do electronic Producer Copies become available on @chubb?

At the latest, the next business day after the policy is issued.

Can I receive Insured Copies electronically as well?

Agents that use IVANS eDocs can enroll for Chubb Commercial PaperFree for Insured Copy. Review the following document for more information: https://www.chubb.com/us-en/assets/doc/comm_ppf_insured_copy_faq.pdf. To enroll, complete the enrollment form: <https://www.chubb.com/us-en/assets/doc/enrollment-form.pdf>

How do I get an @chubb userid or reset my password?

To obtain an @chubb userid, contact your agency's @chubb administrator. If you don't know who your agency's @chubb administrator is, contact the Chubb eBusiness Help Desk at ebusinesshelp@chubb.com or 877-747-5266. To reset your password, click the "Forgot Password" link on the @chubb home page.

Our agency doesn't have an @chubb administrator or any @chubb accounts. What do we do?

Complete the Agency Administrator Application Form: <https://www.chubb.com/us-en/assets/doc/agency-admin-form.pdf> and return to your Chubb Marketing or Branch Assistant to begin the process. If you have any questions, contact the Chubb eBusiness Help Desk at ebusinesshelp@chubb.com or 877-747-5266, option 2

Have other questions, need more information, or would like to get a paper copy of a document mailed?

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