

Chubb Environmental Incident Alert

Incident Response Process

This guide details how to access Chubb's incident response team, how to report a claim, and what to expect next.

>> Accessing Chubb's **Incident Response Team**



Mobile **Application**



Find the "Chubb Environmental Incident Alert" app on the Apple Store for iOS devices and the Android Store for Android devices:





Key Features

- 24/7 incident reporting via your mobile device, computer, or phone
- Access to emergency costs in the first hours following an incident
- · Customised email alerts and updates
- · Streamlined access to an incident response team that will help you handle environmental incident from the initial intake through post-review claims handling
- Enhanced local-language capabilities - 6 languages
- A single point of entry to response management and Chubb's claims department



Online

Access our platform: www.chubbeia.net





Telephone Hotline

Find hotline numbers for each country listed below

Local phone Numbers / free phone numbers

Australia 1-800-009063 Belgium 080038562 Brazil 0800-76-10828 Denmark 80250805 France 0805 110 484 Ireland 1800937174 Italy 800145679 Mexico 0018559026505 New Zealand 0800443143

80014941 Norway Portugal 800855764 Puerto Rico 18772006119 8001205472 Singapore Spain 800300534 0200883393 Sweden 0800312619 Switzerland U. Kingdom 08002794841

What to Expect - The Process

Before an incident occurs...

Chubb's Environmental Risks policyholders can download the Chubb Environmental Incident Alert app or visit www.chubbeia.net to enrol. Enrolment allows for one-click reporting when an incident occurs.

When an Environmental incident happens...



Online Reporting

Report via the mobile app or online

After clicking "Report an Incident", you will receive a call requesting basic contact information and incident details



Notification to Chubb

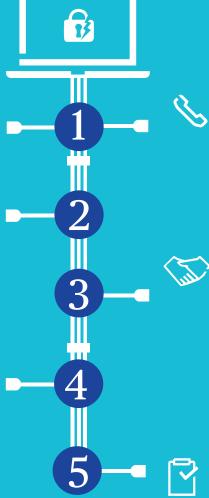
Incident details are sent to Chubb's Environmental claims team to fulfil your policy's notification requirements. This will allow for efficient communication of policy response.



Recovery

Once the incident is contained, the Incident Manager will support you in the recovery of your business activities, with the assistance of the experts that you have appointed





Calling to Report

Report by calling your local hotline number

You will be asked for basic contact information and incident details



Incident Response Manager

Incident details will be sent to a local Chubb's Environmental claims team. And you will be contacted by an Incident response Manager who will assist you in coordinating expert assistance as needed; either via Chubb's pre-approved panel or your existing vendors upon your instructions. This may include crisis management, environmental consultants, environmental contractors, legal counsel, and other necessary assistance.

Follow-up

Chubb's specialist panel will then discuss the provision of additional services to assist you with your analysis of the incident to include future remediation, a review for lessons learned and risk mitigation advice.

Chubb. Insured.[™]

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