



A Remarkable Catastrophe Claims Response

Every Claim Is Our Promise To You

2019 was a milder catastrophic event season in North America with a 37% decrease compared to 2018 figures. However, the CAT events that occurred in 2019 still had significant impact on insureds with heavy winter storms in the Northeast and hail in Texas during the first quarter, Hurricane Dorian in the third quarter, the tornado activity in Dallas and finally the ever burning catastrophic California wildfires in the fourth quarter. Our claims specialists provided pre and post catastrophe guidance and support for our clients at a time when they needed us most.



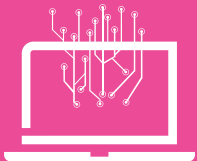
2,400 Claims Professionals

serving our clients in North America



3 Service Centers

serving the entire nation (receiving claims and servicing claims), with 24/7 accessibility, handling multiple lines of business (personal and commercial) with deep tenure and expertise



Digital Capability - Fast, No-Touch Claims Service

- Electronic Fund Transfer (EFT) for expedited payments, Low Touch Processing for simple claims settled the same day in most cases, and a Mobile Estimate Feature for quick repair estimates



Virtual Service to Keep Clients Safe and Expedite Claim Processing

- **Virtual Damage Assessments:** providing timely response and keeping clients safe using digital tools to assess damage
- **Aerial Imagery:** satellite images, drone technology, roof inspections
- **Catastrophe Center:** Pre and Post Event Guidance and Resources



3,000 Chubb Trusted Service Network Providers

vettied by Chubb nationwide (art restoration, fire prevention, contractors, auto repair, etc.)

Results



97% client satisfaction
rating for Chubb's response
to Catastrophe Claims



a live representative
responding to claims phone
calls in less than
5 seconds*

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*Less than 5 seconds is the average time of a live representative responding to a claims phone call.