



I am a senior claims specialist. I am Gayle.

As claims handlers, our key responsibilities include gathering facts and information to understand the loss in order to make fair and informed decisions. When it comes to home insurance claims, we understand that it's not always about the monetary loss but also the emotional loss of the place and things you treasure. That is why we don't just process claims, we make things right.

At Chubb, we go beyond the ordinary to provide coverage and exceptional claims service that our insureds deserve. As a consumer myself, I know that in times of distress, besides a simple and straightforward claims process, attentive, responsive and helpful service will also make a difference in the overall experience.

I take pride in my work and often receive positive feedback from insureds. These feedback motivate me to continue upholding service excellence by providing empathy, integrity and attention to detail in my work.

Gayle is Associateship of Chartered Insurance Institute (ACII) certified with a wealth of experience in claims management and oversees home insurance claims, including Masterpiece claims.