

## Why Chubb Claims?

A convenient interruption in business does not exist. Our Chubb Claims team brings a deep and technical understanding of your business, as well as a service commitment to go above and beyond to protect your company's culture, assets and exposure to risk. Rest assured, should you suffer an unexpected event or lawsuit, we'll be ready—working as hard for your business as you do.



### Expertise & Alignment

We align our experienced, talented and technically knowledgeable claims specialists to the needs of each claim we service. We processed over 750,000 new claims in 2018\* and we handle each claim seriously and with care ensuring we educate and guide our clients through the claim process every step of the way. We take pride in our industry leading accolades while at the same time we constantly review client feedback and act on areas of opportunity and improvement to help ensure a positive client experience.

## Industry Leading Accolades & Client Feedback



### Chubb Claims Client Survey Combined\*

**96%** likelihood to recommend,  
**96%** highly satisfied with claim.



### Gracechurch Survey

Chubb attained the Gracechurch 'Outstanding' service quality marque in 2018. With leading scores in Communication, Relationships, Empathy and Management of TPA's.



### Advisen (North America)

**#1** Rated in Property by Brokers, **#1** Rated in Management/Professional Liability by Brokers, **#2** Rated in Primary Casualty by Brokers, **#3** Rated in Cyber by Risk Managers.

## Scale



### National Claims Centers

We have 3 claims service centers that serve the entire country from taking first notice of loss to adjusting claims across all product lines. In response to CAT events, we have the advantage of scale, including setting up command centers in the areas that are directly impacted - having field presence with service center support enables us to be prompt and nimble.



### Dedicated and Experienced Staff

2,400 claims professionals serving clients in North America alone.



### Chubb Trusted Service Network

Over 3,000 trusted service providers with prompt client response.

## Dedicated CAT Team

### CAT Preparedness, Response and Guidance —

We prepare for catastrophic events all year round to help ensure no matter the size or scope of the event we have Chubb Claims Handlers serving on our CAT team ready to respond.



### Aerial Imagery

Satellite imagery, drone technology, roof inspections, flood damage inspections, all conducted to assess and expedite claim processing where possible.



# Risk Management Account Claim Resources

**Claims Business Consultants** – Account specific managers averaging 20 years' experience with **50%** of them having a JD and claim designations.



## Relationship Focus

**A Dedicated Senior Claims Executive in Each Region** – Clients/Brokers always have one point of contact for each region and all lines of business.



## Industry Thought Leaders

Quarterly reports issued externally focusing on key trends in topical areas such as cyber exposures and issues tied to healthcare trends in workers compensation with recommendations for how to stay ahead of the exposures.

## House Counsel

Value added service to Chubb insureds:

**18**

law offices throughout U.S. & Canada with qualified, specialized and experienced attorneys achieving better results at lower costs than private firms.

**97%**

of clients surveyed are highly satisfied with their legal House Counsel representation and service.

## Special Investigations Unit (SIU)



Chubb uses the most current technology and methods in its efforts to detect and resist fraudulent claims.

Chubb's SIU team is called upon to examine over

**6,000**

potentially fraudulent claims per year at no additional charge to clients. This ultimately keeps premiums lower.



## Risk Management Platform

We utilize risk management tools to download and sort complicated loss data in real time, through standard and customized reports, equipping clients with valuable insights to take action on managing and mitigating risk.

## Data & Analytics

**Chubb 4D** – Chubb Claims has made substantial investments in predictive analytics technology and resources. Our dedicated and growing team of professionals is experienced in modeling, mining and translating data. The result? Faster resolutions, decreased claim costs and fewer cases that require litigation for our clients. Examples:

**\$25K**

average savings per fraudulent Worker's Compensation (WC) claim

**13%**

decrease in WC Medical only claims that escalate into lost time, thus saving **\$35,000** per claim

**10%**

decrease in litigation of BI injury claims, saving an average of **\$78,000** per claim

\*Scores are for personal lines and commercial combined for client surveys conducted by Chubb.

Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit our website at [www.chubb.com](http://www.chubb.com). Insurance provided by ACE American Insurance Company and its U.S. based Chubb underwriting company affiliates. All products may not be available in all states. Chubb, 436 Walnut Street, Philadelphia, PA 19106