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During these unsettling times, we want to reinforce our commitment to clients, agents and brokers. Insurance companies, agents and brokers are needed more than ever, and while most Chubb colleagues are now working from home, rest assured we remain available to provide the same level of service you have come to expect.

Chubb is closely monitoring the spread of the COVID-19 coronavirus and continually reviewing guidance issued by government health authorities, including the Centers for Disease Control, the World Health Organization and local health authorities. We seek to minimize any disruption to our clients, agents, and brokers, while ensuring the safety of our employees. To that end we have modified some of our service protocols.

- **Our Service teams are working remotely** and are currently reporting service levels consistent with our normal routine. We are prepared to handle new business and endorsement processing you would normally handle. If you have transactions you need processed for Masterpiece transactions please call 1-800-248-2275 or email to masterpiece@chubb.com and for PLS transactions call 1-800-444-6161 or email to plquotes@chubb.com or plendorsements@chubb.com. In addition, should you need temporary assistance servicing clients, please notify your local Chubb team for support options we can offer.
- **Risk Consulting will be offering virtual inspections for all clients in North America.** In our revised process, risk consulting will request information from the client and may request information from you to aid in preliminary home assessments, determine replacement values, and prioritize recommended actions for our mutual clients. You and the client will receive a report like you do today. We may decide to conduct in-person inspections at a later date. At this time there are no changes to our coverage or underwriting processes and we will service our clients at the same high level we always have, but we will engage with them virtually.
- **Underwriting staff are operating remotely** and will continue to work with you virtually, using digital technologies to conduct business. At this time our underwriters are handling business as usual. If you have any concerns please reach out to your Underwriting Manager.
- **Our Sales team is also remote** and will continue to engage with you to develop, quote and close new business, retain and cross sell renewals, resolve issues, answer questions, and communicate new offerings such as market trends. The best thing you can do for your clients now is advise them on the importance of quality insurance to fully protect their assets in this time of uncertainty.
- **Our Agent and Client Portals are open 24/7.** If you would like assistance setting up an account or coaching on the full functionality of these self-service options, please give us a call at Agency Support 866-324-8222 Option #1. If clients need assistance our Customer care Team is available at 866-324-8222 and select "client" or email to customercare@chubb.com. If you or your staff need assistance with quoting or issuing recreational marine policies, please email recreational.marine@chubb.com or call 800-826-1733. If you need assistance with quoting and issuing Group Personal Excess Liability policies, please email gpe@chubb.com.
- **Claims Reporting is unchanged.** Clients, agents, and brokers can continue to report claims through available digital channels and over the phone at 1-800-CLAIMS-0 (1-800-252-4670). We have dedicated claims representatives available 24/7. Chubb's Claims Service Centers are staffed to handle incoming calls and customer inquiries. Adjusters are continuing to provide timely customer response including conducting inspections with safe practices. As updates are provided we constantly educate our teams on best practices recommended by governmental health authorities. We also continue to work with our preferred service providers to deliver the best possible response to your clients.

The steps we're collectively taking in our communities are important for "flattening the curve" and slowing the spread of this virus. Your Chubb team is prepared and able to assist you and your agency or brokerage. Let them know if you need help, should your situation change, or if our clients need special assistance.

We are monitoring new developments so that we can quickly adapt and continue to provide the best possible service experience to our clients, agents and brokers. As always, thanks for the trust you place in Chubb. Please stay safe and healthy.

Sincerely,



Fran O'Brien
Division President, North America Personal Risk Services

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 new.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. This communication contains product summaries only. Coverage is subject to the language of the policies as actually issued. Surplus lines insurance sold only through licensed surplus lines producers. Chubb is the world's largest publicly traded property and casualty insurer. With operations in 54 countries, Chubb provides commercial and personal property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to a diverse group of clients. Chubb Limited, the parent company of Chubb, is listed on the New York Stock Exchange (NYSE: CB) and is a component of the S&P 500 index.

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