



# Claims-Servicing Solutions From Chubb

**A**t Chubb, we've worked hard to build a reputation for delivering superior service to our customers, especially when it comes to handling their claims. Understanding that agents and brokers are in need of immediate, current information when handling claims, we've developed a set of tools that enable you to provide responsive, professional claims service to your clients throughout the claims process. As you know, at Chubb we believe our claims handling is one of the things that differentiates us from other carriers — and we strive to bring forth the best possible claims-servicing solutions.

We are therefore pleased to offer you several real-time, technology-based, claims-handling solutions that will support your agency staff throughout the lifecycle of a claim — from first notice of loss to final resolution, or claims payment. All systems are designed to allow you to respond quickly to your clients' requests, providing the first-rate service they deserve. This not only makes for a satisfied customer, but it also saves you time and money by being able to handle the request in a "once-and-done" manner.

## Reporting a Loss

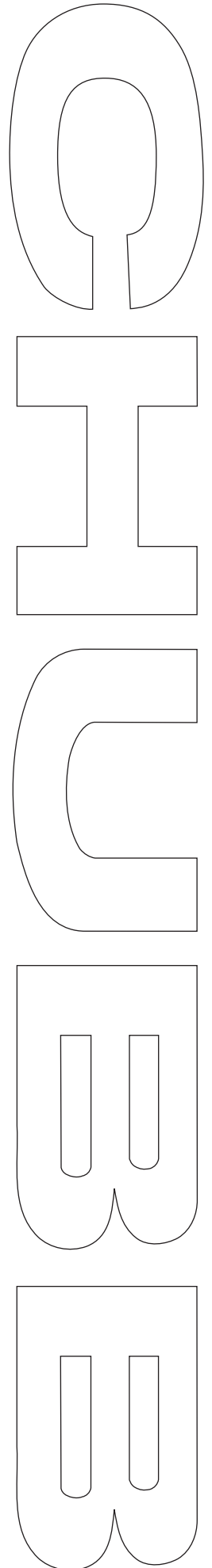
**Report a Claim** Our first-notice-of-loss upload through Transformation Station is now available to Applied TAM® agents. You no longer need to call, fax or write the service center with a loss notice and wait for an acknowledgement letter. With Report a Claim, you can submit a loss while on the phone with your client and immediately provide them with a claim reference number. In addition, the claim reference number automatically cedes into your agency management system for future reference. TAM agencies using version 9.0 can also attach any supplemental documentation when sending the first notice of loss via Transformation Station.

**Chubb.com/Report a Loss** For agents not currently using an Applied agency management system, or for your clients who report claims (such as Worker's Compensation claims) directly, we also enable you or your client to submit a loss 24/7 via our public Web site, [www.chubb.com](http://www.chubb.com). That's on your timetable, not ours.

## Claims Download

**Claims Download** Coming by third quarter will be daily downloads of your claims detail to keep you on top of your customers' claims activities. This can include both First Notice of Loss and Claims Status Updates. No more rekeying or searching Chubb for updates. Claims Download is only available to agencies using Applied TAM 9.0 or higher.

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## Claims Alerts/Notifications

**Claims Alerts/Notifications** Coming by third quarter of 2008 to AMS Systems users and in the fourth quarter to Applied Systems users are real-time Claims Alerts/Notifications for need-to-know claims activities, including adjuster assignments and changes, reserves, payments, acknowledgment of loss and claims status changes.

## Claims Inquiry Service

**Claims Inquiry** Provides your clients with detailed information about their personal or commercial claim status within 24 hours of an update, including certain adjuster notes. In order to provide you with the best workflow possible, we've integrated Agency ClaimView with several agency management system vendors, using Transformation Station and Transact Now, in addition to making it available through our secure website, @chubb.

**Claims Check Inquiry** Available to all agents with @chubb access, Agency CheckView allows you to view detailed claim check payment information on third-party liability and first-party claims within 24 hours of the claim check issuance. Historical information is available from January 1, 2004, and allows you to either view a list of payments or a specific check. Simplified, custom searches allow you to quickly and easily obtain the information you need to respond to your client's questions. Please note that D&O checks are not accessible through this application.

**Chubb Preferred Vendor Application** This application provides agents and brokers with online access to Chubb's network of preferred, independent auto body repair shops and property restoration service providers who can quickly mitigate and repair damage caused by perils such as water, wind, fire or smoke. This enables immediate response to your clients' needs for repair shop or restoration services assistance.

For more information on any of our claims-servicing solutions for your agency, please contact your local branch or call @chubb support at 1-877-747-5266, option 2.

**Please note:** Due to privacy laws and attorney client privilege certain information such as medical notes, payments, protected and proprietary communications, as well as specialty lines of business may not be shown.



**Chubb Group of Insurance Companies**  
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Chubb refers to the insurers of the Chubb Group of Insurance Companies. Actual coverage is subject to the language of the policies issued. Not all insurers do business in all jurisdictions.

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