



## ***Relax. Your client is Insured with Chubb.<sup>SM</sup>***

**A**t Chubb, we strive hard to help agents and brokers service their clients better and faster. That is why we are pleased to provide multiple, complementary solutions that allow your agency or brokerage to immediately respond to your clients' requests.

In addition to providing easy access to our secure website, *@chubb*, we have teamed up with many agency management system vendors to develop and deliver solutions to your most frequent requests: real-time billing, and claim and policy information. Depending upon your agency management system and inquiry type, we are pleased to offer solutions to these common inquiries that are integrated with your vendor's real-time products: TransactNOW,<sup>TM</sup> Carrier Passport and Transformation Station.<sup>TM</sup> Please contact your vendor or local Chubb representative for more information on how to use these existing tools.

Today, you have the choice of using one of your vendor's real-time products as noted above or you can access *@chubb* directly by visiting [www.chubb.com/@chubb](http://www.chubb.com/@chubb). You and your select customers worldwide can access *@chubb* using a unique Chubb ID and password that can be requested from your own office's Agency Administrator. (Agency Administrator IDs must be requested from your local Chubb representative.) Once you have your ID, you can make selections from a custom-tailored menu of online products and services – all outlined below – designed to help you provide first-rate service to your clients.

To simplify your life even further, we also offer multiple download solutions for your agency systems.

### ***Real-time Solutions***

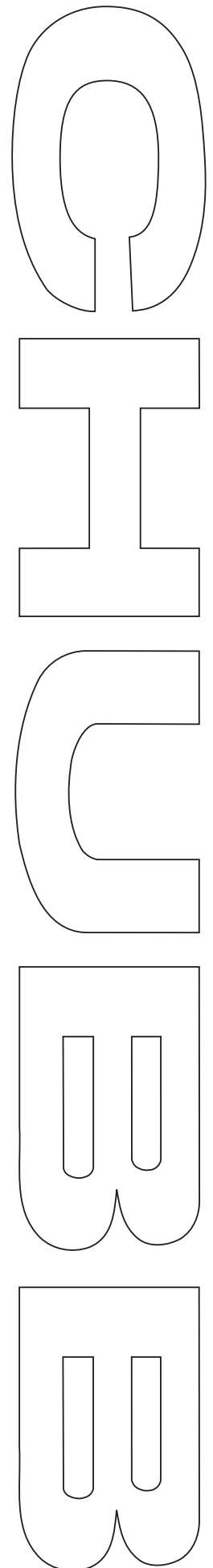
*Access to each of the following inquiry transactions can be made in real time using AMS TransactNOW or Transformation Station.*

**Personal Lines Endorsement Bridge** Masterpiece<sup>®</sup> Real-Time provides agents with a fast, easy means of processing most policy transactions. "Real-Time" reduces the amount of time required to make the more common, less complex policy changes. It also improves response time to clients, as agents can easily complete policy changes during a single phone call with the client. Agents can access "Real-Time" from the *@chubb* website or by bridging in from one of the predominant agency management systems (including Applied and AMS).

**Personal Direct Bill Inquiry** Policyholders, agents and brokers can view insurance bill records, including those handled by bill payers other than the customer, such as a mortgage company.

**Business Direct Bill Inquiry** Through the Commercial Direct Bill Info Center, agents and brokers can use Direct Bill to review billing history on inforce policies for both commercial and specialty insurance, including installment plans and late notices, as well as the date payments are received. Users can check the status of client payments and view and print copies of all bills generated by account or policy number.

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



**Claims Inquiry** Agency ClaimView is designed to help agents and brokers provide world-class service to their clients by supplying real-time, detailed information about claims. Use Agency ClaimView to view claim activity for all claims on personal and commercial accounts reported on or after January 1, 2003.

**Report a Claim** Applied TAM® agents can submit a loss while on the phone with a client and immediately provide them with a claim reference number. TAM agencies using version 9.2 can also attach any supplemental documentation when sending the first notice of loss via Transformation Station.

**Personal Policy Inquiry** Through the My Policies area on Chubb's website, policyholders, and agents and brokers can view policy information, print a copy of a policy, submit changes to a policy mailing address, update mortgagee information and more.

**Business Policy Inquiry** This system allows agents and brokers to view online the transaction history of nearly all their commercial and specialty insurance policies. They can view or print copies of any or all of the forms issued for each account and, if they wish, order reprints of the actual policies. In addition, agents and brokers can view policies in process by special arrangement with the underwriter. This feature is especially valuable for complex risk management accounts, where collaboration between the underwriter and agent or broker is helpful in crafting the insurance program.

## *Business Insurance Solutions*

**Monthly Commission Statements** Select individuals within your agency or brokerage can access monthly direct bill commission summaries for their business insurance via the Commercial Direct Bill Info Center. Agents and brokers can view and print documents by producer code, on demand, for current and historical statements.

**Information & Network Technology E&O SMART Application** This web-based tool creates customized new and renewal E&O applications based on the nature of a client's operation. It also provides an online repository for creating, completing, submitting and tracking information and network technology E&O applications. Producers can interact directly and securely with their clients throughout the application process. The foundation of the SMART Application is the Application Wizard. The Application Wizard asks selected questions related to an applicant's business activities. Based on responses to these key underwriting questions, the Application Wizard generates a customized application.

**Builders' Risk** provides the ability to obtain quotations, request binding, and order policies and endorsements for certain commercial and residential Builders' Risk projects via the Internet. Common endorsements supported are: mortgagee interest, additional named insured, change of term and increased limits. In addition, the system provides immediate prints of binders, product fact sheets and specimen contract language. Agents and brokers can determine if a project qualifies for this program by responding to a few short questions. If the project qualifies, a quotation will be provided immediately.

**Contractors' Equipment Express** Through Contractors' Equipment Express, commercial producers will be able to instantaneously obtain a rate, quote or binder for contractors' equipment insurance. A submission entails just a few questions and takes less than 10 minutes. In addition, Contractors' Equipment Express allows you to process renewals, print quote letters, binders and client invoices.

**CargoPort<sup>SM</sup> by Chubb** This sophisticated, yet easy-to-use system offers real-time access to ocean cargo policy details and related import/export activity. Cargo certificates may be issued online, and shipping activity and storage exposures can be automatically recorded, reducing errors and eliminating cumbersome paperwork. Likewise, invoice activity may be reviewed online at any time. A first notice of loss can be submitted electronically for more expedient claim handling. Access to a proprietary vessel database simplifies the vessel verification process, and automatic OFAC searches help ensure compliance with U.S. sanctions.

**Customarq Classic Property and Life Sciences Policy Forms** Agents and brokers can view specimen policy forms to realize the breadth of Customarq Classic property and Life Sciences protection. With just a few keystrokes, agents and brokers have instant access to Chubb's hallmark property and Life Sciences contracts. The web page includes specimen contracts, endorsements and supplementary declaration policy forms.

**Life Sciences Application Wizard** This streamlined solution for completing our Life Sciences application contains select questions directly related to an applicant's business products and services. Your responses generate a customized Life Sciences application, which contains questions only about the business operations and insurance you selected.

**Building Valuation System** This online tool from Marshall & Swift/Boeckh (MS/B) makes it easy to quickly assess the value of a commercial building. The robust application provides detailed, up-to-date commercial valuation data in an easy-to-use format, enabling you to better determine adequate limits and ensure appropriate premiums for your clients.

**My Loss Scenarios** An online library of business loss situations that enables producers to quickly create a powerful, customized loss scenario document that helps their clients realize their need for insurance coverage. Producers also have the option to personalize the document with their own agency information.

**eApplications with eSignatures** Developed for professional and management liability insurance products, eApplications with eSignatures provide agents, brokers and customers with a fast and easy way to complete and submit electronic applications. eApplications with eSignatures are available on [chubb.com](http://chubb.com) under Forms and Applications, and no password or user ID are required. The application can be completed, signed electronically, saved on the customer's desktop and shared via email. Once the agent or broker and customer have completed the application, they simply email it to Chubb.

**Motor Truck Cargo Express** Available to a limited number of agents, the Motor Truck Cargo Express System allows agents to apply for Motor Truck Cargo Legal Liability Insurance via the Internet. This system quotes and binds policies for qualified accounts and issues policies within 72 hours. This system also allows online processing of FHWA and Form H filings and endorsements. Use Motor Truck Cargo Express to view existing policies, print a specimen policy or obtain marketing materials.

## *Personal Insurance Solutions*

**ePolicy™ from Chubb** A new service that delivers policies and related documents directly to your customer's email inbox, dramatically enhancing the way insurance information is retrieved, reviewed and stored, while helping to preserve the environment.

**My Alerts!** This application is Chubb's online document delivery service designed to help agents and brokers manage important Chubb documents online. Agents can view and print Chubb's *Masterpiece*® transaction information, including policies, bills and appraisals.

**Claims Inquiry and Reporting** Through My Policies, agents and brokers and policyholders can explore claim history, check on the status of a current claim, and report a claim online.

**Bill Payment** Chubb offers policyholders complimentary access to CheckFree, a leading online bill payment service that allows them to pay bills electronically.

**Appraisal View** If a homeowner policyholder has been visited by a Chubb appraiser, they (as well as their agent or broker) can access the detailed report created by the appraiser. These reports contain pictures of the home and estimated values for rebuilding in the event of a covered loss.

**Agent and Broker Contact Information** The My Policies area of Chubb's website displays agent and broker contact information on the policyholder's policy screens — a convenience when the policyholder has a question or wants a coverage update.

**Masterpiece® Manuals** Agents and brokers can view, print or download current or past *Masterpiece* Rate and Rule Guides, Contract Guides and Coverage Summaries.

**Monthly Commission Summaries** Select individuals within your agency or brokerage can access the agency's monthly commission summary information for personal lines business. Agents and brokers can view and print commission documents by producer code or download a spreadsheet to manipulate or export commission data.

**CPI Agent Connection** This new website for agents and brokers will serve as a resource library for a variety of information, such as *Masterpiece* Real-time updates, new services/products releases, business processes and marketing material. Containing CPI information not readily available elsewhere, it will allow the agent or broker to quickly find answers to frequently asked questions.

## *Claims Solutions*

**Claims Check Inquiry** Now available to all agents and brokers with [@chubb](mailto:@chubb) access, Agency CheckView allows agents and brokers 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 the agent or broker to either view a list of payments or a specific check. Abiding with medical privacy issues, medical payment will not be displayed for any line of business. An enhancement is the ability to view indemnity payments under Workers Compensation, not currently provided in paper copy. D&O checks are not accessible through this facility.

**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.

## *Risk Management Information Solutions*

**RMIS Dimensions** Using state-of-the-art web technology, RMIS Dimensions helps companies manage today's complex world of risk. It is designed for companies with a sizeable cost of risk who require direct and timely access to their loss information. RMIS Dimensions allows users to manipulate complicated loss data quickly and efficiently. This tool has virtually limitless report query options and serves as a datamart — allowing users to “mine” their data using drilling technology to create ad hoc analyses.

**Loss History Analyzer** makes claim and loss data analysis easy. This online tool helps agents, brokers and policyholders monitor losses for Chubb policies written in the United States, Canada and Puerto Rico. Monthly updates of loss information accessible from the Internet are available for a cross-section of product lines, including automobile, general liability, workers compensation and property, to name a few.

**ClaimView\*** This online information system provides real-time access to actual claim notes for primary lines of insurance — general liability, automobile and workers compensation. Users can view a snapshot of current and paid amounts.

## *Administrative Tools*

**Chubb's Online Enrollment Center** provides a fast-and-easy way for agency employees to obtain User IDs and passwords for @chubb. The agency or brokerage designates an Agency Administrator (through its local Chubb representative), who has the authority to request and revoke User IDs and passwords for agency or brokerage employees. The administrator can also perform maintenance tasks, such as adding or removing additional rights to existing IDs, or revoking IDs that are no longer valid (i.e., an employee has left the firm). This administrator will be responsible for all @chubb products and services across business and personal insurance lines.

**Reset Your Password** Located under the @chubb login box, “Reset Your Password” allows agents, brokers and policyholders to quickly reset their expired, locked or forgotten passwords. Once set, your password never expires.

**Producer Appointment Express** allows designated agency staff the ability to view up-to-date licensing and appointment information on file with Chubb for your agency. You can view this information for both your agency and the individual producers within your agency.

**Direct Deposit Commission** Agencies can have commission payments for either commercial or personal lines deposited directly via Electronic Funds Transfer. Individuals in Accounting Specialist or Agency Principal roles can enroll the agency electronically using an application available via @chubb.

## *Downloads*

**Personal Lines Policy Download** Populates your agency management system with the latest detail within two days of when a transaction occurs. We also offer initial loads of policy detail.

**Monthly Direct Bill Commission Download** Updates your agency management system with your Monthly Commission Statements, allowing you to reconcile your agency records with Chubb's quickly and easily. Now available for personal, commercial and specialty lines of business.

**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.

*If you would like more information, or would like to share your ideas or suggestions, please contact us at: [ebusiness@chubb.com](mailto:ebusiness@chubb.com)*

\* 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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