

To view this email as a web page, go [here](#).

The Chubb logo is displayed in white, uppercase letters on a solid purple rectangular background.

---

To our Agent and Broker Partners:

We hope this note finds you all healthy, safe and strong. We wanted to provide our partners with a “one month in” update on the state of Chubb and the actions we have taken since the outset of the COVID-19 pandemic.

Since the initial days of this event, we have been carefully analyzing all aspects of our business and how to best adjust our operations to better support you and our mutual clients, our employees and communities in this rapidly changing environment.

Below is a summary of several areas where we’ve taken action over the last month:

---

### **For Our Mutual Clients:**

- We’ve temporarily suspended policy cancellations for [commercial clients who cannot pay their premiums on time due to events related to the pandemic](#).
  - Likewise, for our personal lines customers, we’ve instituted [flexible premium payment](#) options and a [renewal credit averaging \\$110 per vehicle to reflect the reduction in their driving habits](#).
  - Provisions for additional living expenses have been temporarily extended for those clients in the midst of homeowner claims where repairs have been delayed due to the pandemic.
  - Earlier this week, we announced automatic exposure reductions to [help support our retail U.S. small business clients when they need it the most](#).
  - To assist our middle market and large account clients, our teams have detailed guidelines in place for how to address changes in exposures due to this event.
  - We’re proud to take a lead role insuring nearly 100 businesses who have quickly retooled their operations to assist in pandemic response efforts.
-

- We quickly instituted virtual risk inspections to facilitate the critical insurance protection clients require while being mindful of safety and social distancing requirements.
  - [Several resources for managing risks in this environment are also available](#) – from cyber risks while working from home to guidance on safely shutting down construction projects and managing vacant properties and vacation homes.
  - [Our claims team remains fully staffed](#), and dedicated representatives are available 24/7 to handle incoming calls and customer inquiries. The average time to speak with a Chubb representative is 7 seconds.
  - [Claim adjusters are doing business virtually as well](#) and have conducted hundreds of virtual inspections.
- 

### **For Agents:**

- We recognize the critical role independent agents and brokers play in advising clients, especially during times like these.
  - We have one of the broadest and most flexible agency agreements, including provisions regarding credit management.
  - Of course, our annual agent compensation plans incorporated assumptions and economic conditions very different than what we see today. In light of the potential cash flow disruption some agents may experience, we are reviewing these plans along with your feedback to make appropriate adjustments as needed. We will update you as soon as this work is finalized.
  - [Chubb's extensive professional development and continuing education programs](#) spanning many product areas are now being delivered virtually and have been updated to include content specifically addressing the current environment.
- 

### **For Employees:**

- Our own Chubb colleagues can serve clients, agents and brokers assured in the knowledge that [Chubb will not conduct any layoffs while in the midst of the pandemic](#).
  - We have also introduced a series of resources and learning sessions with behavioral health experts to support employees' well-being during this time.
-

---

## For Our Communities:

- Our commitment to fighting COVID-19 spans the globe and began at the earliest days of the outbreak.
- In January, Chubb committed pro-bono clinical trial insurance coverage to support Chinese firms developing a vaccine.
- More recently, [we pledged \\$10M to pandemic relief efforts around the world.](#)
- Here in North America, Chubb has donated nearly 100,000 masks to support healthcare workers in New York City and Toronto.
- And earlier this week, we announced [Chubb's commitment to purchase \\$1M in gift cards from small business clients](#), which will be donated to healthcare workers and other first responders on the front lines of the pandemic in the communities they serve.

---

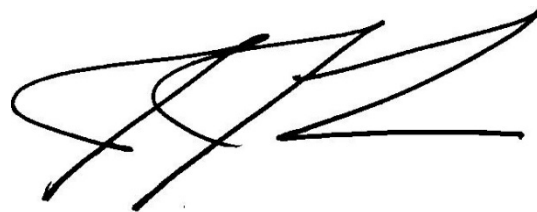
Your local Chubb representative has the latest information on these rapidly changing developments. We've also created a [resource center on chubb.com](#) that's continually updated with new information. Stay tuned for additional updates and announcements.

To those of us who work in our industry every day, it came as no surprise that insurance was designated an "essential" industry during this crisis. At Chubb, we are proud of this designation and we take it very seriously.

Thank you for the trust and confidence you place in our team.



Paul Krump  
President  
North America Commercial and Personal  
Insurance



John Lupica  
President  
North America Major Accounts and  
Specialty Insurance



*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. 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 and territories, 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.*

This promotional message was sent by Chubb, 202 Hall's Mill Road, Whitehouse Station, NJ 08889

[One-Click Unsubscribe](#)

[Terms of Use](#) | [Privacy Statement](#)

Copyright ©2020 Chubb. All rights reserved.