

Dear Trusted Trading Partner,

During these unsettling times, we want to reinforce our commitment to working with you to continue meeting your clients' needs. Carriers and their agents and brokers are needed more than ever, and we assure you that Chubb is well-positioned to continue delivering services and products no matter where you may be working — in the office or remote, as our underwriters, claims and service teams will be doing the same and ensuring lines of communication remain open.

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.

Reporting Claims

You and your clients can continue to report claims through available digital channels and over the phone. We have dedicated representatives available 24/7. You can view claim reporting options [here](#).

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.

Submitting Business & Servicing Your Accounts

Included below are quick links to our primary agent and client platforms, which make it easier to service your accounts, do business with us, and access the broadest product set and distribution network in the business.

[@chubb](#): Secure gateway into Chubb to access Commercial and Personal policies, billing, loss information, and resources to quote business, plus so much more.

[Worldview](#): Easy-to-use, web-based application to manage and track all aspects of your risk management programs, including policies, billing, loss information, agreements, local insurance requirements, translation services, and more.

[Marketplace](#): State-of-the-art online quote, bind, issue and service tool for Small Business and Commercial Cyber accounts.

With these digital resources, we feel confident in our abilities to serve you and your clients in good times or challenging ones.

Keeping in Contact

Of course, your primary contact remains your go-to local Chubb underwriting, claims, marketing person, branch manager or regional executive. If you can't reach them, feel free to contact us.

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

Best,

John Lupica
President, North America Major Accounts and Specialty Insurance

Paul J. Krump
President, North America Commercial and Personal Insurance

Chris Maleno
Division President, North America Field Operations

Matthew Merna
Division President, North America Major Accounts

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

Ben Rockwell
Division President, Chubb Middle Market

James Williamson
Division President, Chubb Small Business

William Hazelton
Head of North America Claims