Chubb Business Pack on Marketplace – PSC Group

Frequently Asked Questions

CHUBB®

About Chubb Marketplace

Chubb Marketplace is accessible via Sunrise enabling you to produce Business Pack quotes. It provides a full policy life cycle service. Our Product Code on Sunrise is 'Chubb Business Pack MP'.

Is Flood cover available?
Yes, flood cover is still available and depending on risk criteria may become a referral for the underwriting team.

Can I manually refer a policy?
Yes, you are able to manually refer a policy. There is a check box option available on the premium summary screen for users to select.

Learn how in this video >

Where do I access the quote document?
Once you have completed the quote select 'Transaction Documents' in the left hand menu.. The Product Disclosure Statement or Policy Wording and a record of answers document will also be available.

Learn how in this video >

How do I finalise the quote?
From the 'Premium Summary' screen, it's as simple as clicking the button for 'Complete Quote/Policy'. The quote reference number is generated from the time you begin your quote and is located in the header at the top of the screen.

Learn how in this video >

Where do I access the Policy Schedule?
Once you have completed the policy select 'Documents and Communication' from the left hand menu. The Policy schedule and certificate of currency will be available as well as archived documents such as the quote letter and record of answers.

Learn how in this video >

How do I access a Certificate of Currency?
Once you have completed a policy, the COC is automatically available in 'Documents and Communication' from the left hand menu. You are able to customise what appears on the COC by clicking 'Edit Certificate of Currency' in the left hand menu.

Business Pack

[Learn how in this video >]

How do I send a message to an underwriter?
Once you have completed the transaction, in the left hand menu you can select 'Documents and Communication'. From here, you can add notes and attachments. Similarly, underwriters will communicate to brokers through this menu.

Can I attach photos?
Yes, select 'Documents and Communication' from the left hand menu and from here you can add files such as photos, Word documents and PDF's.

[Learn how in this video >]

I want to offer a shorter period of insurance to my client, can I do this?
The shortest period available without referral is 9 months. If you require a shorter policy period than this, please refer to the Underwriting Team.

What about longer periods of insurance, can I offer this?
Yes, periods of insurance for up to 15 months are available without referral.

Can I add/delete endorsements?
You will not be able to add/delete Chubb manuscript endorsements but you can manually refer to an underwriter and request changes. However, on each section of the policy, it is possible to add printable notes to appear on the schedule. This will create a referral to the underwriting team.

How do I access a claims report?
Select 'Documents and Communication' from the left hand menu and choose 'Download Claims Experience Report' from the bottom of the page.

Premiums seem different between SCTP and Chubb Marketplace
We have aligned our rating as much as possible but in some sections the way we calculate premiums has changed and you may notice some differences.

Can I reinstate a lapsed quote?
Unfortunately EBIX does not support this.

Will training be provided?
We are pleased to provide the below short videos explaining the basic functions of the Marketplace platform:

[Access a quote document >]

[Finalise a quote >]

[Access the policy schedule >]

[Get a COC >]

[Attach photos & files >]

[Refer a policy >]

Should you require any additional assistance, please contact your local Relationship Manager.

Who do I contact if I have questions?
For underwriting queries during the quote or placement process, please contact the team below. For all other queries, please contact your Relationship Manager.

Contact Us

Business Pack Underwriting Team
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