

CHUBB®

Protection For
Your Home

Masterpiece® for
your apartment



It's not just walls, floors, and doors — it's your home.

96%
of Chubb clients
with a paid claim
are highly satisfied
with their claim
experience.*

Whether it's an apartment which you have been living in for some time or a brand-new high-rise, your condo or apartment is more than just a home, it's a way of life. Because when you live in an apartment complex, you're all about the freedom that comes with less maintenance and upkeep, and more time to enjoy the community and facilities around you.

Your building's policy (also referred to as MCST and/or Fire Mortgage insurance) will generally cover damage if something happens outside the walls of your apartment—such as if a fire breaks out or a window is damaged. But if there's damage to the inside of your home, you may be responsible for all or some of the damage. What your building's policy will or will not cover can become a major hassle. That's why you need comprehensive, not patchwork, protection with Chubb's Masterpiece policy.

You bought your condo to have better experiences and fewer headaches. We're here to help make sure you can do just that, every day.

At Chubb, you're more than a claim. You're our client.

We look for ways to say yes.

If you experience a claim, we make sure you're made whole again quickly.

We look for ways to do more.

We provide comprehensive protection to suit your unique needs, and work to prevent issues from happening in the first place.



* Combined score is for personal and commercial lines clients surveyed by Chubb over a five-year period (2016-2020).

We go above and beyond.

When you're in the process of buying or recently purchased a new condo, you might wonder why you'd need your own insurance policy in addition to the building's policy. The truth is, while your building's policy cover some things, it generally doesn't cover everything.

That's where Chubb's Masterpiece policy comes in. We cover your ceilings, floors, electrical and plumbing systems, fixtures, built-in appliances, furniture, and personal belongings – everything inside where a building's policy usually doesn't go.

Here's why you need protection beyond what your building's policy can provide:

We offer you choice and control

When you're insured under the building's policy, you're not the main insured and don't have a say over what's included. Claims could arise that the building's master policy won't cover, leaving you exposed.

But when you're insured with Chubb, we take your needs into consideration and tailor a policy that's right for you.

We make sure you're made whole again quickly

If your building experiences a major loss, you may be one of many residents waiting for their insurer to assess the damage. And that could mean a long wait, especially if other condo owners suffered damage too.

At Chubb, we make the claims experience faster with less fine print. We have dedicated claims resources so the moment you make a claim, we are ready to deal with it in a fast, fair and fuss-free way.

And, we'll provide additional living expenses at your preferred like-for-like accommodation, should you experience a covered loss and need another place to stay. Because you and those closest to you are always our primary focus.



We look for ways to say yes.

We make the claims experience faster with less fine print, and we've trained our claim adjusters to contact you within 48 hours.



You'll be treated as a top priority

We've trained our claim adjusters to contact you within 48 hours, and if approved, to issue your payment within 48 hours. Our adjusters have the authority to pay claims, but can't deny a claim without a manager's approval.



You won't hear "good enough"

We replace all the details that matter most to you, from your upgraded appliances, custom cabinetry, flooring or carpentry. You're always free to use your own contractor, or we're happy to provide pre-qualified referrals to manage your renovation.



You'll be treated with empathy

If you need a place to stay during repairs, we'll help you find the right place, whether that's staying nearby in a premium hotel or renting a similar type of home in your neighbourhood.

When a Chubb client experienced water damage in their condo from the water heater in the unit above, Chubb was there by their side the whole time. Advocating on their behalf, Chubb negotiated with the building's general contractor to make sure the client, and their condo, were made whole again quickly. Since this was an older building with unique details, it was especially important that Chubb was there to make sure the distinctive features could be repaired and replaced. Chubb also provided additional living expenses to make sure the client was comfortable while their repairs were being done.



We look for ways to do more.



You'll have specialists in your corner


We have a network of specialist that we can recommend to provide information and guidance about the security protection, fire protection, and other loss prevention measures.



You'll get greater protection and peace of mind

If something happens to the common areas in your building, such as the pool, clubhouse, or lobby, even if it's covered by your building's policy, you may need to contribute toward the excess of the management corporation or strata insurance. We will pay up to \$50,000 for your share of any payments or special levies charged against all strata title owners for common property or area loss or damages, with no deductibles.

Renowned worldwide for exceptional coverage and service, we go beyond expectations to protect your assets.



A Chubb client experienced a steady water leak in his condo unit, which severely damaged his furniture and appliances. This also resulted in a lengthy and complicated repair process. After calling Chubb for help, he was referred to our loss adjustors to assess the damages and coordinate the repairs. Chubb also ensured that the client could replace the items that mattered most to him.

Let us raise your expectations.

Here are just a few reasons why 96% of our clients surveyed would highly recommend Chubb to a family member or friend:

1 “All-in” coverage

Everything is covered from the “walls in,” meaning your renovations, contents and valuables are taken care of.

2 Replacement value

We’ll note the unique details of your condo to ensure that if you ever have a covered claim, we are there to guide you through the repair and restoration.

3 Need more, get more

With our extended replacement cost cover, we will extend your coverage tailored to what you require, if you need to rebuild or restore your condo after a loss.

4 Live in comfort

We’ll help make sure you’re comfortable in a similar type of home while repairs are being made after a covered loss.

5 Additions & alterations

We cover any home improvements you’ve made, such as counters and cabinets, flooring, entertainment centers, or bathroom upgrades.

6 Contents protection

We protect the possessions that you would take even if you moved, such as valuables, furniture, personal belongings, and household goods.

7 Coverage for shared property

If there is damage to the common area that would have been covered under your building’s policy but the policy has insufficient coverage, we will automatically include \$50,000 to cover your share.

8 Seamless claims process

With a dedicated team of claims handler to assess your claim, the moment you make a claim we are ready to deal with it fast, fair and fuss-free.

Experience the Chubb difference.

At Chubb, we're always looking for ways to do more for our clients. The chart below shows the level of protection you can expect when you're a Chubb client. Work with your independent agent to fill out the right-hand column to see where you're protected today, and where Chubb can raise your expectations.

	Protection with Chubb	Your building's policy today
Exceptional claims service with contact made within 48 hours, and payment issued within 48	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Additional living expenses if you need a temporary place to stay	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Replacement value and extended replacement cost	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Additions & alterations coverage for any upgrades you've made to your condo	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Worldwide protection for the contents and valuables	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Coverage for your share of a loss assessment for common areas of your building	<input checked="" type="checkbox"/>	<input type="checkbox"/>

About Chubb in Singapore

Chubb is the world's largest publicly traded property and casualty insurer. Chubb Insurance Singapore Limited, via acquisitions by its predecessor companies, has been present in Singapore since 1948. Chubb in Singapore provides underwriting and risk management expertise for all major classes of general insurance. The company's product offerings include Financial Lines, Casualty, Property, Marine, Industry Practices as well as Group insurance solutions for large corporates, multinationals, small and medium-sized businesses. In addition, to meet the evolving needs of consumers, it also offers a suite of tailored Accident & Health and Personal & Specialty insurance options through a multitude of distribution channels including bancassurance, independent distribution partners and affinity partnerships.

Over the years, Chubb in Singapore has established strong client relationships by delivering responsive service, developing innovative products and providing market leadership built on financial strength.

Contact Us

Chubb Insurance Singapore Limited
Co Regn. No.: 199702449H
138 Market Street
#11-01 CapitaGreen
Singapore 048946
O +65 6398 8000
F +65 6298 1055
E sng.masterpiece@chubb.com
www.chubb.com/sg

Chubb. Insured.TM

Masterpiece® for Condo. Singapore. Published 08/2022.

© 2022 Chubb. Coverages underwritten by one or more subsidiary companies. Not all coverages available in all jurisdictions. Chubb® and its respective logos, and Chubb. Insured.TM are protected trademarks of Chubb.