

A World of Claims Expertise

Chubb's multinational claims expertise is backed by decades of experience. We manage almost 100,000 claims for our multinational clients each year - helping clients solve problems, mitigate risks, and get back to business. We know that every claim comes with its own challenges, and we strive to resolve them quickly and efficiently. Here are just a few examples of our how our claims team has partnered with clients all over the world.

Understanding and adapting to local customs and expectations is essential to successfully resolving claims around the globe.



Rapid Repatriation

Business Travel Accident Claim, Liberia

When volunteers working for two insureds in Liberia contracted Ebola, our claims team worked with the U.S. state department to arrange repatriation to hospitals in the United States that were prepared to provide the care and quarantine required.



Cash Paid, Fast

Auto Claim, Italy

After accidentally damaging a gas pump in an auto accident in Italy, our insured's employee was incarcerated until damages could be assessed and paid. Chubb responded immediately and paid damages in cash so the insured was released in less than 24 hours.



Closing Coverage Gaps

Product Liability Claim, Brazil

When a beauty product manufactured by our insured was alleged to be defective, claims were submitted under their local policy to Chubb Brazil, which paid the losses covered under the local policy. Moral damages and associated legal expenses were not covered under the local policy, and so were paid by the local entity. Chubb tapped the client's Master Policy Difference in Conditions (DIC) cover to reimburse the U.S. insured entity for these amounts.



Local Currency

Auto Claim, Eswatini

When a judgment was handed down against a Chubb insured in a tribal court following an accident in Southern Africa, Chubb negotiated and paid the judgment in camels, in line with local regulations and customs.



Replacing Essentials

Accident & Health Claim, Paris

While in Paris meeting with clients, our insured's New York-based manager lost her wallet, which contained her travel documents and cash for the remainder of the trip. Chubb's travel assistance services arranged for her documents to be replaced quickly and for a cash advance to pay for remaining trip expenses.



Defending Charges

D&O Claim, New Zealand

After our insured was accused of providing contaminated food that caused food-borne illnesses, criminal charges were filed against the company and its directors and officers. Proceedings concluded with guilty verdicts, individuals sentenced to time served, and the local subsidiary's D&O policy limit exhausted. Chubb reimbursed a significant portion of the U.S. parent company's defense costs from the insured's local and global master policies.

Want to learn more about how Chubb manages multinational claims?

Visit www.chubb.com/multinational.

The claim scenarios described here are intended to show the types of situations that may result in claims. These scenarios should not be compared to any other claim. Whether or to what extent a particular loss is covered depends on the facts and circumstances of the loss, the terms and conditions of the policy as issued and applicable law. 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. 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, 202 Hall's Mill Road, Whitehouse Station, NJ 08889-1600.

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