

# Customer Corner

## from Chubb Personal Insurance



Chubb Group of Insurance Companies is the marketing name used to refer to the insurance subsidiaries of The Chubb Corporation. For a list of these subsidiaries, please visit [www.chubb.com/personal](http://www.chubb.com/personal). Actual coverage is subject to the language of the policies as issued. Chubb Personal Insurance, Box 1600, Whitehouse Station, NJ 08889-1600

### Featured Services

**Not a Chubb Customer?**  
Explore our [coverage options](#) online or locate a Chubb [agent or broker](#) near you for more information or a quote.



[Wildfire Defense](#)



[Home Appraisal](#)



[MP HomeScan](#)



[Identity Management](#)

Chubb Wildfire Defense Services – [Press Release, July, 2008](#)  
Wildfire Defense Video – [Click to view it in action.](#)

## Smart Choices e-Magazine:

Buying insurance involves lots of choices; and your choice to insure with Chubb was a smart one. As our highly valued customer, we are pleased to offer you complimentary access to *Smart Choices* e-Magazine. Featuring relevant topics that are important to our customers – like fire safety, saving money on your insurance bill, helping the

environment, and insuring your home to value – *Smart Choices* can help you make more smart decisions when it comes to protecting your family, home and possessions.

This fall, the [inaugural issue](#) was emailed to all Chubb Personal Insurance customers who are currently registered for our ePolicy service or online services at [www.chubb.com/personal](http://www.chubb.com/personal).

For comments about the inaugural issue, ideas for future issues, or to be added to the distribution list, please send an email to [personalinsurance@chubb.com](mailto:personalinsurance@chubb.com).

If you have specific coverage or billing questions, please contact your agent or broker. For service questions, call the Chubb Customer Care Team at 1.866.324.8222, or send an email to [customercare@chubb.com](mailto:customercare@chubb.com).

## Redesigned Homepage



Several months ago, many of our customers provided feedback to us on what they would like to see on our homepage.

We heard two things over and over again – I want to be able to see and pay my bill – and how do I find information about the superior services Chubb Personal Insurance offers to customers.

**We listened to you!**

We are proud to introduce our website based upon that feedback.

The homepage will spotlight new products and services, and when there is critical information to share; we will provide a link to this information.

We think you will now find it much easier to view your bill. In addition, information on the

services we offer can be found on the new Services Filmstrip.

Of course, you can also find out about our products, such as homeowners, automobile, yacht, etc. on the new Products Filmstrip.

We are hoping these improvements will help you find what you are looking for and get you to what you want to do more quickly.

Coverage or website questions?

Please contact:

Chubb  
Customer Care  
Team

1.866.324.8222  
during normal  
[business hours](#).



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Visit [www.chubbcollectors.com](http://www.chubbcollectors.com) for an online newsletter geared to collectors.

Explore two virtual homes and learn about Chubb's unique approach to personal insurance with the [Masterpiece Multimedia Experience](#).

**Helpful Tips:**  
[Winterizing Your Home](#)  
  
[In Case of an Automobile Accident](#)

[Protecting Your Fine Art Collection](#)

[Protecting Your Family](#)

## ePolicy from Chubb™ - Paperless Policy Delivery!

Making the world a greener place benefits all of us. That's why Chubb invites you to participate in a complimentary new program called **ePolicy** – a fast and easy way to receive your Chubb policy via email, instead of the traditional paper format

you currently receive by mail.

**ePolicy** not only saves you time and space; it also ensures that you are doing your part in preserving the environment.

**ePolicy** dramatically enhances the way insurance information is

retrieved, reviewed and stored, while saving an estimated 1,000 trees each year.

Visit [www.chubb.com/personal](http://www.chubb.com/personal) and click on eServices to find out more.

## Art Title Defense Solutions from Chubb

Art theft/smuggling is big business – estimated to be as high as \$6 billion annually.\* Stolen art has the potential for making its way into the most renowned galleries and auction houses and eventually into the possession of even the best-intentioned private collectors. The implications of possessing stolen art are serious: the current owner could be forced to return the piece and lose the investment made or might be required

to pay restitution to the original owner or heirs.

Chubb is uniquely positioned to offer Art Title Solutions – enhanced coverage and exclusive services that are specifically designed to help reduce the risk of financial impact of art title disputes.

Chubb has an arrangement with Art Title Advisors, LLC (ATA) which offers fee-based art title research services exclusively to our personal insurance policyholders. ATA can provide a report to help

customers avoid purchasing previously stolen art or help protect ownership of art they have already collected. In the event of a lawsuit disputing ownership, the report can demonstrate that the customer conducted reasonable due diligence. This could influence a positive judicial outcome.

\*Source: FBI Art Theft Program, 4/10/08

## Chubb's Customer Website

Our website gives customers convenient, personalized online services such as online payment and policy access.

Registered Chubb customers can:

- Pay bills online
- Access policy information, including a coverage summary
- View and print a copy of a policy
- View a current bill or

check the status of a bill payment

- Access a home appraisal
- Check the status of a claim, or locate a claim adjuster
- Submit a claim online
- View and print auto ID cards or valuable articles schedules
- Locate agent or broker's contact information
- Manage information about a collection
- Enroll for ePolicy

### Chubb Auto Pay Feature

Setting up recurring bill payment is easy with AutoPay, an electronic fund transfer service. Simply choose a personal checking, savings or money market account from which to electronically withdraw your premium payments. Your bank will automatically deduct each payment from this account and electronically transfer the funds through secure payment channels to Chubb on the dates you select. Visit

[www.chubb.com/personal](http://www.chubb.com/personal) and select Pay My Bill to find out more.

\*not all services listed are available to all policyholders.