



Masterpiece®

AUTO PREFERENCE® SERVICES

Frequently Asked Questions For Agents and Brokers



What are Masterpiece Auto Preference Services (MAPS)?

These are a unique combination of services that, in conjunction with industry-leading auto coverages, define Chubb's "value-added" nature. Our offerings include:

- Access to Chubb Preferred Repair Shops
- Custom glass services from Safelite Solutions
- Enhanced rental car services from Enterprise Rent-A-Car

What are Chubb Preferred Repair Shops?

They are some of the most reputable collision repair shops and dealerships in key markets, which Chubb has carefully selected to become "Preferred." We have forged service relationships with these shops to help ensure a hassle-free and efficient claim experience. We are so confident in their repair work and service that we guarantee it.

What is the purpose of Chubb's Preferred Repair Program?

It's a value-added feature, designed to assist Chubb customers in selecting a top-quality repair facility in the event of a covered accident that causes physical damage to their vehicle.

In the event of a covered auto claim, is my customer required to use a Chubb Preferred Repair Shop?

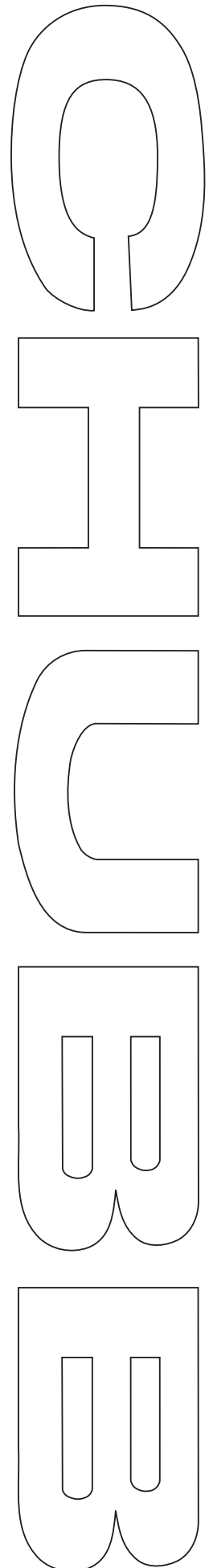
Participation in the Chubb Preferred Repair Program is strictly voluntary. Chubb auto policyholders are not obligated to use a network repair shop.

Why would a Chubb customer choose a Preferred Repair Shop?

Here are just a few reasons:

- Many customers request a referral because they do not have an established relationship with a reputable local collision repair shop.
- Our preferred shops are conveniently located, have a superior service reputation, and perform the highest-quality repairs using only original equipment manufacturer (OEM) parts.
- Chubb customer vehicles will be repaired on a priority basis.
- Chubb guarantees the workmanship of repairs for as long as the customer owns the vehicle.

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How can I assist my customer with finding a Chubb Preferred Repair Shop?

For easy access to a list of participating shops, simply visit @chubb online at www.chubb.com. From the @chubb menu, click on the "Chubb Preferred Vendor Networks" link. Select the "Auto" radio button. Enter your customer's zip code or address. Once the search is complete, a listing of the closest shops will be provided. This tool allows you to assist your customer even if a loss occurs after normal business hours or during the weekend. You or your customer may also call 1-800-CLAIMS-0 after an accident, and a Chubb claim representative will offer a conveniently located Preferred Repair Shop for services.

What are the benefits to accessing the Preferred Repair Program on @Chubb?

Since the tool is available 24/7, you can easily email or fax your customer a list of preferred shops in the area for enhanced customer service. Immediately, you or your customer may contact the shop to schedule repairs. As an added feature, the tool offers Mapquest directions from the customer's home to the shop of choice.

How does the Preferred Repair Program work?

An associate from the chosen Preferred Repair Shop will contact the customer within 24 hours. This individual will manage the adjustment and repair process, periodically contact the client with updates, and make final arrangements once the work is complete.

How does Chubb's Preferred Repair Program differ from those offered by other insurers?

Quite simply...customer choice. While other insurers claim to offer customer choice, they typically require that a network shop make the initial adjustment. In addition to being inconvenient and time consuming, it creates an uncomfortable situation should the customer choose to have the vehicle repaired elsewhere. Chubb customers are never required to use a Preferred Repair Shop for adjustment.

Where are Chubb's Preferred Repair Shops available?

Currently, the network consists of approximately 190 shops nationwide. All shops are prescreened in order to meet the high standards and quality of service expected from Chubb.

Does Chubb have a similar referral program for glass claims?

Yes. Chubb has a long-standing relationship with Safelite Solutions, a national company specializing in automotive glass repair and replacement. Safelite provides professional and convenient assistance to Chubb policyholders at the time of a glass claim. In many cases, repairs or replacements can be done right at the home or in the parking lot at the customer's place of employment.

How is a glass claim processed?

Simply call Chubb claims at 1-800-CLAIMS-0 if a glass loss occurs. A Chubb claim representative can conference the customer in with a Safelite glass service coordinator to quickly and efficiently set up a time and place for repair or replacement. It's as simple as that.

What about Loss of Use while the car is being repaired?

Chubb maintains a relationship with Enterprise Rent-A-Car and has access to their services nationwide. Furthermore, Enterprise will work with your customer to ensure that a vehicle of similar size to the one damaged in a covered loss is used as a replacement.

How is a replacement vehicle arranged?

It's an automatic part of the claim process. After a loss is reported (1-800-CLAIMS-0), a Chubb claim adjuster will work with Enterprise Rent-A-Car to immediately arrange for a replacement vehicle. Again...quick and simple.

To learn more

For technical questions, contact the @chubb support staff at 1-877-747-5266 and select option 2, or send an email to atchubb-support@chubb.com. For additional information regarding our preferred vendor programs, contact the Chubb Claim Service Center at 1-800-CLAIMS-0.



Chubb Group of Insurance Companies

P.O. Box 1615, Warren, NJ 07061-1615

www.chubb.com/personal

Chubb refers to the insurers of the Chubb Group of Insurance Companies. This literature is descriptive only. Actual coverage is subject to the language of the policies as issued. The services described in the literature are not available in all jurisdictions.

Masterpiece® and Auto Preference® are not available in all jurisdictions. MAPS is automatically included as a value-added service for Masterpiece Auto Preference policyholders.

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