



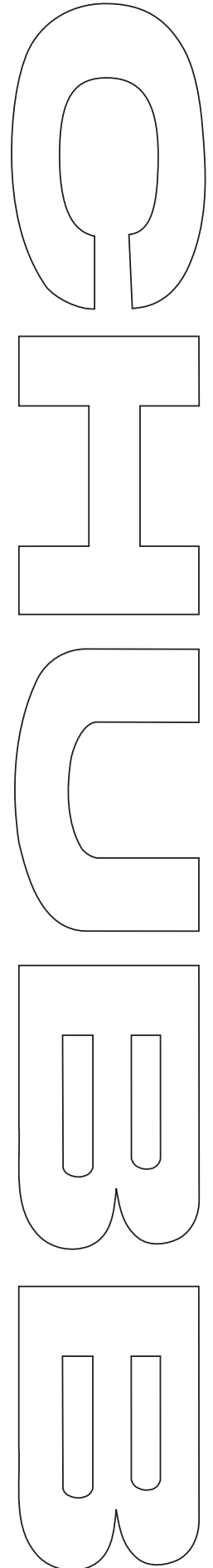
New Business Procedures from CHUBB CUSTOMER CENTER

The Chubb Customer Center's Agent Call Unit is staffed with licensed producers who will quote and issue new accounts that we will service for your agency. Our Account Representatives are available Monday to Friday, from 8:00 am to 8:00 pm, EST. Our procedures for placing new business are as follows:

- Contact your Chubb Underwriter to secure approval for risks when necessary.
- Contact the Agent Call Unit for all new line quotes, inquiries, and transactions for your clients that are enrolled in the Chubb Customer Center. If you are interfaced with Chubb and wish to enter the quote information from your agency, please enter both your producer code and the 999 sub-producer code in the appropriate fields. PLEASE DO NOT ISSUE THE POLICY FROM YOUR AGENCY.
- After your customer has accepted the Chubb quote, please contact the Agent Call Unit to have the policy issued from our office to ensure that it has the correct sub-producer code. Per your instructions, we will either mail the new policy to your office, or, directly to your customer.
- At your request, we will send our Welcome Letter and wallet cards with our contact information to your customer with the new policy, or, 30 days later.
- Please remind your newly enrolled customer to call the Chubb Customer Center at (800) 777-2131 with any coverage questions and policy transactions going forward. We will service your customers directly and work with the Chubb Underwriters to address their coverage needs.

CHUBB CUSTOMER CENTER Agent Call Unit

Phone: (800) 952-4822
Fax: (800) 248-2259





Chubb Group of Insurance Companies

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