

## New Bill Payment Center Introduced

Chubb has made a commitment to improving the self-service web portal experience for both customers and agents and has started with the Bill Payment Center. The Bill Payment Center is one of the most heavily used areas of the portal accounting for about 60% of all customer web traffic. The improvements address concerns customers and agents have expressed using the website feedback tool; and the changes have been vetted by customers through a partnership with a website user experience firm.

Highlights of these changes include:

- Improved page color scheme to match that of Chubb's brand
- Improved page navigation
- Elimination of pop-up blocker management when accessing the payment pages
- Intuitive access to policy/billing detail information
- Intuitive path to payment with the new "Make a Payment" action button
- Intuitive path to AutoPay enrollment with "Enroll Now" buttons
- AutoPay enrollment offered as part of making a one-time payment
- Enhanced information regarding AutoPay program enrollment
- New recurring payment option allows clients to elect to pay their account balance in full
- Status messaging from the payment pages confirming payment/enrollment activity
- Simplified AutoPay payment method maintenance (ex. Expiration date update)
- Assisted update of card expiration date by the Chubb Customer Care Team
- Updated customer email communication

Attached below are screens highlighting some of these changes. As always, if you have feedback please use the "Site Feedback[+]" link shown in the blue navigation bar on the top of the page and your comments will go directly to those who have worked on implementing these improvements. You can access the site by visiting [www.chubb.com/personal](http://www.chubb.com/personal) and logging in and selecting billing information.

The image displays two screenshots of the Chubb Bill Payment Center web portal. The top screenshot shows a user's account with a balance of \$12,666.55 and a due date of 04/12/2015. The bottom screenshot shows a user's account with a balance of \$5,880.42 and a due date of 04/22/2015. Both screenshots highlight the 'Make a Payment' button and the 'Update' button for Auto Pay enrollment.

**Top Screenshot:**

- Navigation bar: Chubb.com, Report a Claim, Forms & Applications, Site Feedback [+], Welcome Paul
- Header: Personal, MY POLICIES, BILL PAYMENT CENTER
- Account: Bill Account Number 35449849924001P, View Policy Information for this Account
- Left sidebar: Billing Overview, Recent Bills, Billing Activity, Payment Schedule, Billing Address
- Main content: Pay this Account (Account balance: \$12,666.55, Minimum amount due: \$0.00, Payment due date: 04/12/2015), My Auto Pay (Status: Enrolled, Method: Credit/Debit, Payment Option: Minimum Due, Payments will be made automatically for this account)
- Buttons: Make a Payment, Update
- Right sidebar: HELP, ABOUT MY BILL, ADD AN ACCOUNT, SIGNATURE SUITE, YOUR AGENT, My Agent Name 000-555-1212, CHUBB CORNERSTONE

**Bottom Screenshot:**

- Account: Bill Account Number 139913142258001P, View Policy Information for this Account
- Main content: Pay this Account (Account balance: \$5,880.42, Minimum amount due: \$1,438.73, Payment due date: 04/22/2015), My Auto Pay (Status: Enrolled, Method: AutoPay, Payment Option: Minimum Due, Payments will be made automatically for this account)
- Buttons: Make a Payment, Update

Policy Level Information shown right on the same page with the option to print

The screenshot shows a 'Policy Information' window from Chubb. It includes a 'Print' button in the top right. A callout points to the 'Bill Account Number: 139913142258001P' with the text 'Customer's policy "name" displayed'. Below this is a table with columns: Policy #, Description, Exp. Date, Term Premium, Paid, Balance, and Min. Due. The table contains one row: 1941928701, Beach House, 08/21/2015, \$17,767.00, \$11,886.58, \$5,880.42, and \$1,438.73. A callout points to the 'Description' column with the text 'Payment Status by policy'. Below the table is a 'Show Coverage Details' section with three rows: Home & Contents (1 MAIN STREET SANDUSKY MICH 48471), Excess Liability (1 MAIN STREET SANDUSKY MICH 48471), and Automobile (1960 FORD MUSTANG). A callout points to this section with the text 'Coverage information shown by policy number'. At the bottom right, it says 'Total: \$1,438.73' and '\*the amount might include a service fee'. A footer note says '\*for additional policy information, please close this window and select My Policies from the navigation options'.

Policy #	Description	Exp. Date	Term Premium	Paid	Balance	Min. Due
1941928701	Beach House	08/21/2015	\$17,767.00	\$11,886.58	\$5,880.42	\$1,438.73

## Recurring Enrollment

The screenshot shows the 'Recurring Payment Enrollment' form in the Chubb Payment Center. It includes a 'Cancel' button and an 'Authorize >>' button. Callouts provide additional context: 'Enroll with payment account information the customer has already saved' points to the 'Saved Payment Information' section; 'Add a different payment account for recurring' points to the 'Payment Method' section; 'Customers can choose to have their full account balance or minimum due paid automatically' points to the 'Payment Option' section; and 'Activity notifications sent via email (enrollment activity, payment activity, card expiration reminders)' points to the '\*Email Notification Address' field.

**Recurring Payment Enrollment**

Billing Account Number: 0354 4984 9924 001P

Payment Method: Payment method is required. [What is this?](#)

Saved Payment Information: Amex1

Card Number: Amex - \*\*\*\*\*4343

Expiration Date: 09/17

To add or update Payment Information [Click Here](#)

Payment Option [What is this?](#)

☒ MINIMUM AMOUNT DUE

☐ ACCOUNT BALANCE IN FULL

\*Email Notification Address: pdvoretzky@chubb.com

I accept the [Terms and Conditions](#)

Cancel Authorize >>



## Recurring Payment Plan Enrollment Confirmation

Enrollment  
common  
questions

### *Please Review Carefully*

April 8, 2015

Chubb Billing Account  
0963 42xx xxxx xx1D

This email confirms your enrollment in our recurring payment program as of April 8, 2015. Your account number listed above will be paid using the payment method shown here:

Payment Method    Mastercard Card ending in 7441

Please note that this enrollment takes effect as of the date shown on this notification and payment for any outstanding balance that has been billed will be processed automatically on the due date of that bill. The amount of payment depends upon your payment plan and the recurring payment options selected during enrollment. For instance, if you selected "pay balance" during enrollment, the total amount billed on your account will be scheduled for payment on the bill's due date. If you selected "minimum" during enrollment, your minimum amount due will be scheduled for payment on the bill's due date.

Should you have any questions, please contact our Customer Care Team at 1-800-682-4822 between 8 a.m. and 8 p.m. E.S.T., M-F and we will be happy to assist you. Thank you for being a Chubb customer. We appreciate your business.

Improved  
account number  
identification

Payment  
Method  
Identification

### **How do I change my enrollment selection?**

You can simply log on to our website at [www.chubb.com/personal](http://www.chubb.com/personal) and select "Update" from the bill payment center. From there you can change your enrollment options.

### **How do I know when a payment is made?**

You will receive an email notifying you that a payment has been successfully applied to your account.

### **How do I know when my next payment will be made?**

You can review your account information online at [www.chubb.com/personal](http://www.chubb.com/personal) or review the billing schedule shown on your most recent statement. Please note that your scheduled amount may change if your policy coverage has also changed.

### **Can I stop receiving paper bills?**

Chubb does not currently offer paperless billing. As soon as this option is available, your agent or Chubb will notify you.