

How does Panorama apply to existing Chubb customers at renewal?

In many states, we will apply the Panorama pricing methodology to existing Chubb auto customers. For these customers, however, we will not include the use of an Insurance Score as a rating factor.

In certain states, although Panorama will not apply to existing customers, we have taken steps to refine our pricing methodology.

How will Panorama affect renewal pricing?

At least half of your existing customers should experience lower rates. In several states, the percentage of customers receiving a decrease is even higher.

Existing Chubb auto clients with positive attributes such as a good bill-payment history, no accidents or violations, long tenure, a Chubb homeowners policy, etc. will benefit most from the Panorama changes. Naturally, on a year-over-year basis, changes in exposure, like the addition of vehicles or drivers or new losses/violations may lead to a higher renewal pricing.

With the arrival of Panorama, has the process of quoting Chubb auto changed?

No. But with the advent of *Masterpiece*® Real-Time, you now have two options available for quoting: As always, you can ask for a quote over the phone via the CPI Customer Service Center or, should you desire, you can also generate a quote via the *Masterpiece* Real-Time Web portal anytime, 24 hours a day. In either case, the amount of time you will spend quoting will be reduced. Quotes will be more accurate the first time around because more information is automatically built into the price. In addition, Real-Time can deliver a professional premium summary with just a few clicks.

Will Panorama require any additional work, on my part, to use?

As is required by the vast majority of auto carriers in the industry, you will need to obtain approval for Chubb to access a client’s credit information. We will also request a client’s Social Security Number, which will be stored utilizing extremely secure methods.

What should I do if I have a question about a Panorama price?

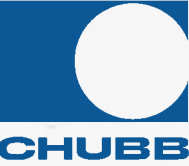
Just as today, you and your underwriter can review a quote together to identify the key areas impacting rating. If an issue arises that your underwriter is not able to address, the question will be referred to a specialist for further review of the rating data.

Have Chubb auto products changed in any way as a result of the introduction of Panorama?

No. Contract changes are not a part of Panorama.

Chubb refers to the insurers of the Chubb Group of Insurance Companies. Chubb Personal Insurance (CPI) is the personal lines property and casualty strategic business unit of Chubb & Son, a division of Federal Insurance Company, as manager and/or agent for 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. Panorama is not available in all jurisdictions. Discounts described in the literature are not available in all jurisdictions.

* In Maryland, the Insurance Score is re-ordered every two years. In New York, the Insurance Score is a factor used in the initial tier placement. Loss and bill payment history will impact subsequent tier movement.



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INTRODUCING A WHOLE NEW WAY OF LOOKING AT YOUR CHUBB AUTO PROSPECTS.

What is Panorama™?

Panorama is Chubb’s new proprietary Private Passenger Auto rating methodology. It delivers a wider range of pricing across a significantly broader spectrum of risks.

How does it work?

While our previous pricing system had four rating tiers and delivered thousands of price points, Panorama utilizes 54 rating tiers and delivers millions of precise price points.

In order to determine the rates, Panorama evaluates dozens of different attributes, including but not limited to: driving history, vehicle-to-driver ratio, and client tenure with Chubb. As is now standard in the industry, a prospect’s credit-based Insurance Score will also be among the attributes considered when determining the appropriate rate for a new auto policy.

What are some of the key benefits of Panorama?

We have significantly changed our pricing structure, resulting in dramatically improved rates for new and renewal business. We eliminated many added-on surcharges, like the Accident Surcharge. Finally, we added often-requested benefits such as an Auto/Homeowners Discount, which will help you round out customer accounts with Chubb.

For customers, a key benefit of Panorama is that the price difference from one tier to the next is smaller, allowing for more precise — and often, more favorable — pricing.

How will Panorama change Chubb’s appetite for auto business?

Previously, many agents thought Chubb would only consider “pristine risks” — those with clean records and high-symbol cars. This was because our rating structure was most competitive for these risks.

With Panorama, Chubb is now able to offer a pinpoint price that is consistent with a broader range of typical exposures. Though the “pristine risks” are always welcomed, we will no longer require luxury cars to be the most

competitive. At the same time, you’ll find that we won’t price ourselves out of the general market just because an otherwise-good risk includes some adverse loss/violation history. In these cases, you will find Chubb priced competitively with the rest of the industry. This, however, does not mean that we are now seeking to write nonstandard or “distressed” auto business.

What is the “target market” for Chubb auto with Panorama pricing?

Simply stated, with a few exceptions, a target auto customer is anyone you would consider as a good Chubb homeowners customer.

Which risk characteristics are most important to receiving the best rate from Panorama?

Characteristics that can help clients to obtain the most competitive Panorama new line auto quote include:

- A good driving record
- Multiple vehicles with physical damage coverage
- A good Insurance Score
- A homeowners policy with Chubb

Since the technology behind Panorama is so sophisticated, it is extremely important to quote all potential Chubb clients in order to accurately determine the premium. Trying to “ballpark” a price based on “old tiers” or other prior notions simply will not work. Quote Chubb as part of your regular account-rounding routine, and you can expect our auto pricing to be in line with the rest of the marketplace the majority of the time.

Does this mean Chubb is using credit information when pricing a risk?

Although state regulation may impact how Chubb applies a credit-based Insurance Score, as is standard in the industry, it will now be one factor used when Chubb is pricing risks for new auto policies. Generally, as a policy earns tenure with Chubb, our experience with the policy (billing, loss activity, and tenure) will gain weight and subsequently replace the Insurance Score as a factor in pricing.*

Where will Chubb get the credit-based Insurance Score?

Chubb will use Insurance Scores developed by ChoicePoint, as do many of the other industry carriers. It is a composite of various credit data and is customized to the auto line of business.

Will underwriters or agents know or see a client’s credit information or Insurance Score?

No. Underwriters and agents will not know a client’s credit information or Insurance Score.

Is a Social Security Number required for Panorama?

While a Social Security Number is extremely powerful in identifying an individual and is a key component in accessing credit data, Chubb will still attempt to access credit information even if a Social Security Number is not provided. A client’s decision not to provide a Social Security Number will inhibit our ability to guarantee that your client receives our best possible rate.

What if my clients have questions or concerns about their Insurance Score?

Chubb can respond to inquiries regarding whether an Insurance Score was used in rating. However, inquiries concerning the content of an individual’s actual Insurance Score will be referred to ChoicePoint. As is standard industry practice, the customer needs to interact directly with ChoicePoint to verify the accuracy of the Insurance Score before we can consider requoting the policy. This is similar to the handling of questions surrounding the data we receive from CLUE, and is consistent with the rest of the industry.

What happens if my clients refuse to allow access to their credit information?

Where permitted by law, we will offer a quote utilizing our least-favorable Insurance Score impact. If this approach is prohibited in a particular state, we will decline to quote customers who refuse to allow access to their credit information where permitted by law.

(continued on reverse)