

## The Chubb Difference: Part 2

### Claim Service

Can your other insurance carriers boast about their claim service? Chubb can! We polled our personal insurance customers throughout 2003, and more than 97 % of them rated their satisfaction level at our highest rating<sup>1</sup>. They were VERY SATISFIED:

- With the *prompt attention* given their claim;
- with the *fairness* of the *settlement* reached;
- That the *damage assessment* was *accurate*.

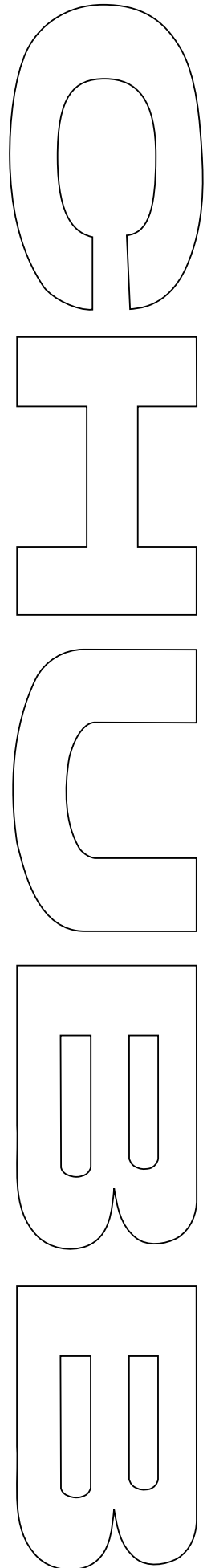
When asked how well our claim service met their expectations, an overwhelming 98.5% stated that Chubb claim service MET OR EXCEEDED THEIR EXPECTATIONS.

We have built our name and reputation on the belief that when losses occur, the service we provide in resolving the claim is what helps set us apart from everyone else in the industry. With that in mind, we make every effort to contact the customer within 24 hours of notice of loss and to pay the claim within 48 hours of settlement.

How would *your* customers rate the *other* carriers?

*Would you* trust any other carrier to handle *your customers'* claims?

<sup>1</sup>Chubb personal insurance customers were asked to rate their satisfaction level as Very Satisfied, Satisfied, Neither Satisfied or Dissatisfied, Dissatisfied, or Very Dissatisfied.





**Chubb Group of Insurance Companies**

Box 1615, Warren, NJ 07061-1615

[www.chubb.com/personal](http://www.chubb.com/personal)

Chubb refers to the insurers of the Chubb Group of Insurance Companies.

Form 02-01-0282 (Ed. 3/04)