



Running Out of Time?

Pay-By-Phone Service Desk Reference for Agents and Brokers



Life can get pretty hectic — and most likely, your customers may often be too busy to mail their Chubb premium on time. Or, perhaps they forget to pay online by the deadline. To make life easier, Chubb is proud to introduce a new Pay-By-Phone service for customers who are running out of time and are in jeopardy of having their policies cancelled.

Last Minute or Last Second

To make a payment by touch-tone phone, customers should call the Chubb Customer Care Team at 1-800-682-4822. An automated voice response system will prompt the caller to select the Pay-By-Phone option. This feature offers a convenient, fast and reliable way to make an immediate payment 24 hours a day, 365 days a year.

How It Works

It's easy to make a payment by phone. *Your customers should have the following information handy:*

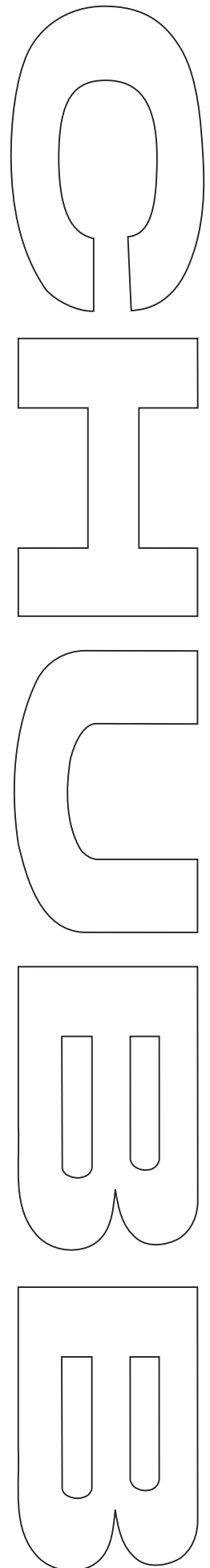
- 8- to 10-digit Chubb policy number, followed by the account number, located on the Chubb Personal Insurance Statement.
- The dollar amount to be paid.
- Debit/ATM card number **-OR-** bank checking account number and 9-digit bank routing number. (Routing number is located between two symbols on the bottom left-hand side of the check. The checking account number is the second set of numbers).
- Pen and paper to record the confirmation number.

Eliminate the Postage. Eliminate the Handling. Eliminate the Stress.

Payments by phone are processed through private and secure payment channels by BillMatrix Corporation, a leading provider of comprehensive electronic bill payment services using leading automated consumer interface technologies. There is no enrollment process and no time wasted.

Safe, Secure and Easy

When a Pay-By-Phone debit card transaction is made, a one-time withdrawal is immediately taken from the customer's personal checking account, via a PIN-protected ATM/debit card. Or, customers can authorize an electronic check to be issued through secure bank routing information. The customer receives a confirmation number. Each payment is credited to the customer's Chubb account within 12 hours, and Chubb receives files from BillMatrix to validate account activity.



Is There a Charge For This Service?

BillMatrix is a Chubb third-party vendor. As such, a \$1.95 convenience fee is charged to the customer per transaction to cover processing and other costs assessed by the various entities that authorize payments.

To Learn More

For more information about a Chubb bill or payment options, call the Chubb Customer Care Team at **1-800-682-4822**, Monday through Friday, 8 a.m. to 6 p.m. EST. Automated service is available 24x7. Customers can also visit **www.chubb.com/personal** to learn more.

Avoid A Close Call – With One Simple Call.

Your customers now have total control over when and how their premium payments are made. The Pay-By-Phone service is like using a check, without needing a stamp. Chubb eliminates the postage, the handling, and the stress... so you and your customers don't have to worry about a late payment.



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.

Form 02-01-0337 (Ed. 2/05)