



# CPI Premier Solutions

*A New Resource for Agents and Brokers.*

**OUR MISSION** – To deliver world class service that exceeds your expectations by providing accurate, timely and courteous assistance to agents and brokers – to make doing business with Chubb Personal Insurance easy.

## SERVICES

- Agent Inquiry assistance
- Policy, appraisal and claim information
- *Masterpiece*® Download Services and Download Central
- *Masterpiece* Protection Network referrals for customers (1.877.602.4822, Option 2)
- Chubb Online Enrollment System assistance
- MyAlerts<sup>SM</sup> and MyAlerts Administrative assistance
- User ID and password assistance
- PL Agent Connection assistance
- Agency logo upload and maintenance
- Chubb Preferred Vendor referrals (for agents)
- *Masterpiece* Real-Time and Citrix Support
  - Use of application assistance
  - Connectivity and technical support
  - Upload support

## CONTACT US

E-mail CPI Premier Solutions at:  
[premiersolutions@chubb.com](mailto:premiersolutions@chubb.com)  
or dial 1.866.324.8222, Option 1

### Hours

Monday through Friday 8:00 AM – 8:00 PM ET  
Download Services only:  
Monday through Friday 8:00 AM – 4:30 PM ET

### Helpful Tips

The CPI Premier Solutions team can assist you with a range of on-line and interface support as well as many administrative inquiries which used to be handled by your local Chubb branch.

The team does not have the authority to answer coverage questions, quote and bind business or process policy transactions.



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*Dial 1.866.324.8222, Option 1, and follow this new menu:*

1. For CPI Premier Solutions support with on-line applications, *Masterpiece* Real-Time and Agency Upload – PRESS 1
2. For Billing inquiries – PRESS 2
3. For all other CPI Premier Solutions inquiries – PRESS 3
4. For *Masterpiece* Download Services – PRESS 4
5. To report a claim - PRESS 5



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. 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.

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