

We understand your clients may have questions regarding their premiums. Here are potential questions you may receive and talking points to help your team.

Why did my premium increase?

Let's talk about what's happening in the market. Throughout North America, and even from a global perspective, several trends have affected many businesses with respect to their insurance premium. These include:



Increased frequency and severity of catastrophes

- Catastrophic losses due to natural disasters have increased dramatically over the last decade.¹
- In 2018, there were more than \$2 billion in insured losses caused by major weather events.²
- There were 12 catastrophic losses and 9 notable events in 2018.²



Rising cost of goods and services

- Tariffs are impacting the cost of materials, and as a result valuations should be increasing.
- Direct written premiums track Nominal GDP overall fairly closely; as businesses grow, expand, and invest, more insurance is required to protect them.
- Shortage of skilled labor is driving up the cost of resources.³



Heightened auto risk

- In Ontario, the high cost of repairing vehicles contributes to the increase in premiums.²
- Claims cost are increasing by more than 10% a year with loss ratios hovering in the 130% area, translating into premium increases, availability issues and less choices in Alberta.²



Rising severity of non-weather-related water losses

- Severity (cost) per claim for water and fire losses increased by 9% within 12 months.⁴
- Water losses paid from 2015 to 2017 almost doubled from 2012-2015.⁴

When disasters strike, some businesses find they do not have adequate coverage to rebuild, posing a threat to their operation. Since the financial risks and exposure to a major event have never been higher, we want to make sure you're adequately protected. Have you tried [Chubb's Business Income Consultation Tool](#)? In less than 5 minutes, we can do a quick calculation to ensure your business has adequate protection.

¹IBC, 2019 Facts of the Property and Casualty Insurance Industry in Canada

²Canadian Underwriter's 2019 Annual Statistical Guide

³Statistics Canada, Manufacturers Websites, and Verisk, IQ19

⁴ISO Fast Track YE June 2017 Results

Are there additional services from Chubb that I am not taking advantage of?

Chubb offers a number of services that you can take advantage of, regardless of your business size. They offer self-service risk engineering checklists, thought leadership, videos, and more. Qualifying businesses receive dedicated risk engineering services that include on-site inspections, recommendations, and other in-depth risk mitigation guidance. You can learn more about these tools on chubb.com/welcometochubb.

Why is Chubb's quote higher?

We generally view Chubb's products and services to be among the best in class. Additionally, Chubb enhanced their package offering with new coverages not typically offered by competitors including:

- Product Withdrawal Expenses and Crisis Assistance Expenses endorsement with automatic limits of \$50K

Let's take a deeper dive into the coverage differences between the various quotes I've provided you. One way we can manage your premium is to explore a range of deductible options. Would that be something you would be interested in pursuing?

Is Chubb still the best fit for me?

In our opinion, Chubb offers tremendous value overall. They are a best-in-class insurance provider. That's why we recommended them from the start. Chubb has extensive experience serving businesses of your calibre; and they have an exceptionally large global claims network. Chubb's claims team has a long track record of going above and beyond should you ever need to file a claim.

Chubb has been sharing a lot of information about recent trends in the marketplace and the new risks to businesses in your industry. Given all that is happening with respect to weather and rebuilding costs, we believe the financial risks have grown significantly and so we want to ensure your business is properly protected.

We believe Chubb is an exceptional option to help you run your business with confidence and peace of mind.

Key facts on Chubb



200+ year track record of paying fairly and fast and a market leading satisfaction rate



Underwriters, risk engineering, and claims specialists dedicated to your industry and understand the risks you are most likely to face.



Broad features and benefits that many other carriers limit.



Dedicated claims teams and catastrophe response teams that deliver unparalleled service in the case of a major disaster.



One-stop shop with over 70 products—purchasing multiple lines from the same carrier may help reduce gaps in insurance.



Cutting-edge risk engineering services to help you stay ahead.

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