Chubb PRS: Risk Consulting Update and FAQs

Our Risk Consulting Team is here to support you and your clients during this unique time. Here are answers to frequently asked questions about how we are currently managing the risk consulting process.

Frequently Asked Questions

Will Chubb continue to conduct home assessments during this time?
Absolutely. Chubb is offering virtual inspections for all clients in North America. In our revised process, Risk Consulting will request information from the client and potentially from you as well to aid in preliminary home assessments, determine replacement values, and prioritize recommended actions for our mutual clients. As part of this revised procedure, we also reserve the right to conduct a physical inspection at a later time.

How does the virtual home inspection process work?
One of our Coordinators will call the client to schedule a phone interview with the Risk Consultant. A Coordinator will explain the virtual home inspection process and will email a brief questionnaire to the client that they are asked to return, along with photographs of their home. The Risk Consultant will review information provided, along with any information aggregated from several online data sources, to get a good understanding of the home. They will then conduct the phone interview with the client and request or verify information needed to complete their assessment.

Will the broker and client get a copy of the virtual inspection report?
Yes, completed inspections will be processed and shared with brokers as they were previously. Digital copies of inspection reports are available through eDocs and can also be obtained through the [@ChubbCanada Brokersite](#).

What if my client's home is a secondary and they will not be at the residence for several months?
We will attempt to collect enough information from the client and online sources to complete the inspection. If this is not possible, we will place the inspection on hold and schedule an onsite inspection as soon as possible.

Will you still assess CAT exposures (EQ, Wildfire, Overland Water) as part of the virtual home inspection?
Yes, our Risk Consultants will review the CAT exposure at the location and provide advice and suggestions to improve the home's overall protection and confirm underwriting acceptability.

Is there a coverage limitation for virtual home inspections? For example, will you complete one for a $8M home?
We will attempt to complete virtual inspections on all homes at this time but reserve the right to conduct onsite inspections as needed.

Will you provide any additional time to comply with home assessment requirements?
We encourage clients to comply with our home assessment requirements to best protect their home and family. However, we also recognize that there may be delays in getting some of these items completed at this time and will provide up to an additional 90 days to comply with our home assessment requirements.

Working with Chubb PRS Guidelines
Please review our important guidelines for working with the Chubb Personal Risk Service Centre during this time: [Frequently Asked Questions - Working with Chubb PRS - COVID-19 Response](#).

Questions?
If you have any questions, please reach out to your local Risk Consultant, Business Development Manager or Underwriter or contact the Personal Risk Services Centre at plsc.online@chubb.com.

Thank you for your continued support of Chubb Personal Risk Services.