

The Chubb Customer Center

Producer Enrollment Process



Enrolling in the Chubb Customer Center (CCC) is quick and easy. Here's what you can expect during the enrollment process.

STEP 1: Enrollment Forms & Current Account List

We'll start by providing you with the following:

- CCC Addendum that will be attached to your producer agreement
- CCC Enrollment Questionnaire to confirm key agency details, training needs, and contact information
- In-force policy list so you can let us know which accounts to enroll
- Sample client correspondence and activity reports

STEP 2: Key Dates & Details

After reviewing your signed addendum, questionnaire, and account listing, we will confirm the following:

- Your enrollment effective date
- Our availability for training webcasts, if desired
- Your CCC specific code(s), which will be used for any business we service

STEP 3: Client Communication & Interaction

Finally, business is transitioned into the CCC, and we begin working with your staff and clients.

- We seamlessly update the producer code on your CCC accounts.
- Clients receive welcome letters that reference your agency, outline the benefits of working with the CCC, and include our contact information, which will also be included on policy paperwork.
- We handle client calls on your behalf, and your team can contact the CCC directly for new business quoting, endorsements, or policy inquiries.
- Additional accounts can be transitioned into the CCC any time at your discretion.

Questions on Enrollment

Contact your local Business Development Manager or the CCC enrollment team directly at 908.572.2366.

Working with the CCC

Once enrolled, clients and agents can contact us using the information below.

Clients

Phone: 800.777.2131

Email: customercenter@chubb.com

Agents

Phone: 800.952.4822

Email: ccc-agent@chubb.com

CCC Hours

Monday-Friday:

8:00 a.m. - 8:00 p.m. ET

Saturday:

10:00 a.m. - 6:00 p.m. ET

Chubb. Insured.SM

Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit our website at www.chubb.com. Insurance provided by Chubb American Insurance Company and its U.S. based Chubb underwriting company affiliates. All products may not be available in all states. This communication contains product summaries only. Coverage is subject to the language of the policies as actually issued. Surplus lines insurance sold only through licensed surplus lines producers. Chubb is the world's largest publicly traded property and casualty insurance group. With operations in 54 countries, Chubb provides commercial and personal property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to adverse group of clients. Chubb Limited, the parent company of Chubb, is listed on the New York Stock Exchange (NYSE: CB) and is a component of the S&P 500 index.

Form 31-01-0011 (ED 7/18)