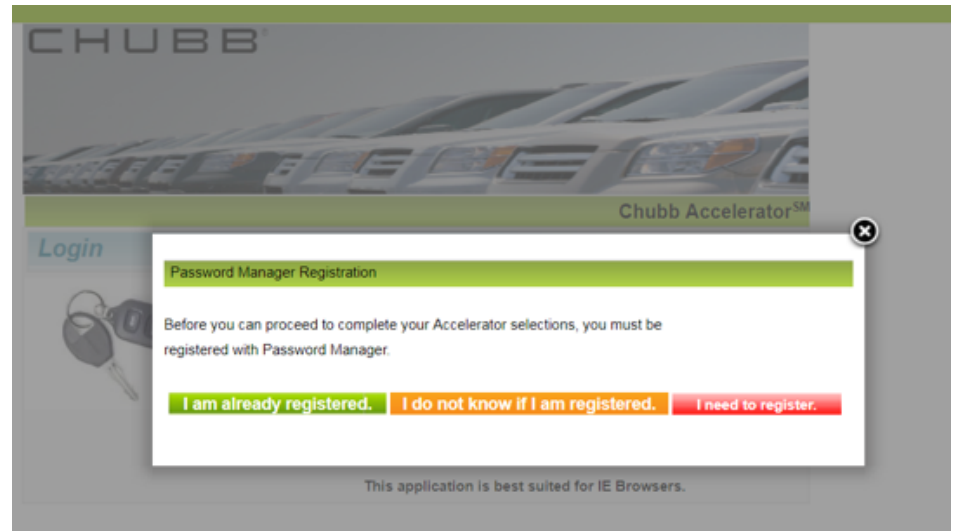


Chubb Accelerator

Frequently Asked Questions

CHUBB



Q: What is Accelerator?

Accelerator is a proprietary system that allows clients to make UM/UIM selections quickly and securely online.

Q: How does Accelerator work?

Your name and e-mail address are used to generate a User ID that allows you to log in to Accelerator. When you are entered into the system, a password is sent directly to your inbox. When your underwriter sends the forms to be signed, you will be prompted to log in to Accelerator with the password provided to you along with a dedicated pin. You may change your password at any point. Upon logging in to the system, you will be asked two simple questions, after which you will complete the signing process.

Q: What if I receive an email prompting me to log-in to Accelerator, but I haven't received my password yet?

The password to log in to Accelerator is the same password used to log in to Worldview (a separate online Chubb

system). If you are a current or past Worldview customer, you should first try to log in with your Worldview password. If you do not remember your password, or don't recall receiving a password for Worldview, please contact Ben DiFranco.

Q: What is Password Manager?

Password manager is available when you first obtain access to Accelerator. It's recommended to sign up for password manager as it can be utilized if you choose to change your password or if you forget your password and need to reset it in the future.

Q: Why have I received an email prompting me to sign UM/UIM form rejections two months before my program's inception date?

Accelerator allows us to send out UM/UIM forms 59 days in advance of the inception date of a program. In order to ensure the renewal and signature process is as smooth as possible, we send these forms out early. The forms are for State Compliance and will not affect a renewal in any way.

Q: Will the system remember my prior selections for UM/UIM?

Yes. A renewal function within the system saves your sections so that they can be easily replicated at the next renewal.

Q: Will my broker be included on correspondence regarding the UM/UIM forms?

The log in email will only be sent to the client. The broker will receive an email informing them that the client has been given access to Accelerator to sign the respective UM/UIM forms. Upon completion of the forms, the broker will receive an email notifying them that the forms have been signed with the physical forms attached. The notice sent to the broker will also provide a snapshot of the questions asked to the client.

Q: What if I don't have any auto exposure in the states that require signatures for UM/UIM forms?

Regardless of the location of an entity's operations, the specified states require form signatures.

Q: What if I receive two emails with links to log in to Accelerator?

On certain occasions, modifications may be made to your program after the initial log in email is sent. In this case, you should always use the most recent email/link/pin sent to you, as the older version will be immediately disabled if a new version is sent out.

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