

# Global Services

## Excellence in Global Program Execution

CHUBB®



Businesses of any size can be faced with complex, interconnected risks when running a global operation. At Chubb, we understand the ever-present domestic and international challenges. Our Global Services team delivers commercial insurance services and solutions for clients of all sizes to help support their worldwide insurance programs.

With leading-edge technology and our expansive network, we manage globally and execute locally. A superior customer experience results from Chubb's reliable management of multinational programs. Providing quality, accurate and efficient results are the hallmarks of Chubb's demanding performance and delivery standards.

Chubb Global Services is comprised of a dedicated team of over 150 professionals located all over the world providing best-in-class service through the following key disciplines:

**Account Management** - provide timely program servicing and policy implementation. Our centralized and

dedicated account management team is responsible for global program servicing for U.S. produced multinational businesses. Servicing includes the implementation process, money movement, policy issuance escalation and resolution, underwriting support functions including pricing, account reconciliation and project management.

**Network Management** - oversight of Chubb's owned network offices and network partner offices.

**Finance** - ensure client service commitments are achieved, by executing movement of money, creation of billing and notifying the insured and reinsurers of invoices, while also coordinating our loss recoverable collections and Financial Reporting management.

**Claim Services** - team of highly experienced multinational claim experts dedicated to the coordination and service of multinational claims in conjunction with Chubb's multinational claims professionals around the world and our Network Partners.

**Reserve Flow Underwriting** - for companies headquartered outside of the U.S, protecting U.S. interests can be particularly complex. Our Global Services Underwriting Branch focuses solely on localized solutions for integrating their U.S. risks into foreign global programs. Our experienced domestic underwriters and service teams provide our global underwriters the vital local perspective on U.S. risks and insurance protection through coordinated placement of admitted insurance for the U.S. exposures, issued by a licensed local insurer, which fits the specific needs of the client.

**Operations and Reporting** - providing global workflow policy procedures for timely and accurate policy issuance of premium and claims registrations. Services include Multinational Loss and Data reporting for clients and brokers.

**Technology** - our suite of proprietary technology includes Worldview®, our online portal used by more than 16,000 risk managers and brokers. Worldview is a centralized system that facilitates electronic delivery of program documents and account servicing needs such as premium tracking and money movement, claims information, and other useful assessment and reporting tools.

Our customers also benefit from MAX and our Multinational Research Tool (MRT), delivered through Worldview. The MRT provides local market practice and regulatory information and creates a user-driven experience including custom reporting tools, saved searches, and email alerts.

## GLOBAL SERVICES STANDARDS

Service Activities	Service Standard
Notice of Binding	Send within 48 hours of binding
Policy Instructions	Send within 5 business days of receipt of final allocations
Policy Issuance	<b>Master Policy:</b> 30 days from final forms and allocations <b>Local Policy:</b> 30 days from policy Instructions
Premium Invoicing	US Invoice - 5 days / Local Invoices - 30 days
Money Movement	Premiums received in Chubb account by 25th of month are paid by the 15th of the following month.
Insurance Certificates	Chubb office - 5 days / Fronting Partner - 7 days

## Worldwide Multinational Capabilities

Chubb has dedicated multinational capabilities with both owned offices and network partners worldwide. We maintain owned offices in the following regions/ countries and remain committed to our multinational strategy and investment:



Chubb. Insured.<sup>SM</sup>