



Chubb PRS: Important Message Regarding Billing

Chubb understands that many of our policyholders have been severely impacted by the events surrounding the novel Coronavirus, and we are committed to working with them to make accommodations based on their specific situations. Our number one priority is to help our clients to minimize any disruption, where we can. During these uncertain times, we will be looking for ways to accommodate our insureds and align with guidance provided by state regulators.

For our Chubb Personal Risk Services clients, we will continue our history of working with clients when they encounter a situation which impacts their ability to pay their premium. For our US clients who cannot pay their premiums on time due to events related to Coronavirus, we will work with them. Any agent or client who would like to discuss the extension of a payment due date should contact our Customer Care Team at 866-324-8222, or customercare@chubb.com. We will review each request individually and follow up as quickly as possible.

In all cases, we will make sure that, in compliance with all applicable regulatory guidance, we are providing accommodations to our insureds where we are required to do so - this includes longer moratoriums on cancellations where specifically required.

Chubb believes insurance companies, agents, and brokers are needed more than ever, and we remain available to provide the same level of service and care our clients and partners have come to expect.

Sincerely,

A handwritten signature in black ink that reads "Fran".

Fran O'Brien
Division President, North America Personal Risk Services