eBusiness Solutions

For Applied Personal Agents

At Chubb, we strive to help agents and brokers service their clients better and faster. That is why we are pleased to provide multiple, complementary solutions that allow your agency or brokerage to immediately respond to your clients' requests.

In addition to providing easy access to our secure website, *@chubb*, we have teamed up with Applied Systems to develop and deliver solutions to your most frequent requests: downloads, real-time transaction processing, and real-time inquiries for billing, claim and policy information.

All are integrated with Applied's real-time product, Transformation Station.™ Or, you can access these integrated products directly by visiting *@chubb* at www.chubb.com/@chubb.

To further simplify your life, Chubb offers non-expiring passwords. Enter your *@chubb* User ID and password into Transformation Station once, and then forget it. Contact your Applied account manager or local Chubb representative for more information on how to use these exciting tools.

Real-time Solutions for Applied Personal Agents

Chubb is pleased to offer a broad range of real-time product and service offerings. Access to each of the following transactions can be made in real time using Transformation Station.

Rate Request Also known as **Upload**, this capability enables you to have policy information from your Applied system bridged directly into *Masterpiece*® Real-Time using Transformation Station's Rate selection. This process saves you from re-entering about 65% of the policy information such as vehicle identification and driver's license numbers. Currently, this bridge exists for Homes and Autos.

Personal Lines Endorsement Bridge/*Masterpiece*® Real-Time A fast, easy means of processing most Masterpiece policy transactions, *Masterpiece* Real-Time reduces the amount of time required to make the more-common, less-complex policy changes during a single phone call with your client.

Policy Inquiry Agents and brokers can view policy information, print a copy of a policy, submit changes to a policy mailing address, update mortgage information and more.

Billing Inquiry Agents and brokers can use Billing Inquiry to view insurance bill records including those handled by bill payers other than the customer (such as a mortgage company).

Real Time

Make it Your Business.

getrealtime.org

CHUBB

Claim Inquiry Provide your clients with detailed information about their claim status within 24 hours of an update, including certain adjuster notes.

Report a Loss Submit a loss while on the phone with your client and immediately provide them with a claim reference number that cedes into your agency management system for future reference. TAM agencies using version 9.3 and higher can attach any supplemental documentation when sending the first notice of loss through Transformation Station (version 9.4 or higher is required for .tif files). In addition, your clients who report claims directly may submit a loss 24/7 via our website, www.chubb.com.

Download Solutions for Applied Personal Agents

Chubb is proud to sponsor the Real Time/Download Campaign, an industry-wide effort among numerous independent agencies and brokers, carriers, technology providers and user groups as well as agency and industry associations, to double the implementation of real time by agencies and carriers over the next year. For more information on the value of real-time functionality for your agency and the campaign, visit www.getrealtime.org. Chubb supports the following Real Time/Download products and solutions:

Daily Personal Lines Policy Download Populate your agency management system with the latest detail within two days of when a transaction occurs. Available for *Masterpiece* and most non-*Masterpiece* policies, except Yacht and Yacht Preference policies, this download transmits detailed policy information into your Applied system. Transactions include new lines, renewals, endorsements, cancellations and reinstatements. Chubb also offers initial loads of policy detail.

Initial Personal Policy Download You may opt to receive data for all active policies and/or those that are issued but not yet active when first setting up download with Chubb. Consult with your Applied system representative to determine if special requirements or one-time fees apply. Claims data is not available through initial downloads.

Claims Download Daily downloads of your claims detail will keep you on top of your customers' claims activities, including first notice of loss and claims status updates. No more rekeying or searching Chubb for updates. Claims Download is available to TAM agencies using version 9.3 or higher.

Monthly Direct Bill Commission Download Update your agency management system with your Monthly Commission Statements, allowing you to automatically update your accounting information and reconcile your agency records with Chubb's quickly and easily.

Personal Insurance Solutions on @chubb

Our secure website, *@chubb*, is accessed using a unique Chubb ID and password that can be requested by your office's Agency Administrator. (Agency Administrator IDs must be requested from your local Chubb representative.) Once you have your ID, you can make selections from a custom-tailored menu of online products—all outlined below—that are designed to help you provide first-rate service to your clients.

POLICY TRANSACTIONS AND INQUIRIES

My Alerts! Chubb's online document delivery and transaction notification system is designed to help you manage important Chubb documents online. You can view and print Chubb's *Masterpiece* transaction information including policies, bills, and appraisals. Claims activity is also displayed and allows you to link to ClaimView for more information.

ePolicy™ from Chubb A new service that delivers policies and related documents directly to your clients' email inbox, ePolicy dramatically enhances the way insurance information is retrieved, reviewed and stored – while also helping to preserve the environment. Agents and policyholders may enroll on www.chubb.com/personal by clicking on the "Go Green – Paperless Policies!" link.

My Policies Allows agents and brokers as well as policyholders to view policy, billing, claim and appraisal information.

- **Appraisals** Accessed from "My Policies," a detailed appraisal report is created whenever a Chubb appraiser visits a homeowner policyholder. These reports contain photographs of the home, annotations of architecturally or historically significant details, and estimated values for rebuilding in the event of a covered loss. Appraisal reports may be accessed online by both the policyholder and the agent or broker.

- **Agent and Broker Contact Information** "My Policies" displays agent and broker contact information on the policyholder's policy screens – a convenience when the policyholder wants to contact you with a question of with a coverage update.

***Masterpiece* Manuals** Agents or brokers can view, print or download current or past *Masterpiece* Rate and Rule Guides, Contract Guides and Coverage Summaries.

Agent Connection This resource library contains a variety of information such as announcements of *Masterpiece* Real-Time system revisions and enhancements.

- **NEW to Agent Connection** Homeowners Writing Company/Target Business Guidelines and Underwriting Binding Guidelines are available for you to view. Choose States at a Glance and click on the state you need to review!

CLAIM TRANSACTIONS AND INQUIRIES

Claims Inquiry and Reporting Agents, brokers and policyholders can explore claim history, check on the status of a current claim and report a claim online.

Claims Check Inquiry Claims Check Inquiry allows you to view detailed claim check payment information on third-party liability and first-party claims within 24 hours of the claim check issuance. View either a list of payments or a specific check. Simplified customer searches allow you to quickly and easily obtain the information you need to respond to your clients' questions. Historical information is available from January 1, 2003.

Chubb Preferred Vendor Application This application provides agents and brokers with online access to Chubb's network of preferred, independent auto body repair shops and property restoration service providers who can quickly mitigate and repair damage caused by perils such as water, wind, fire or smoke. This enables immediate response to your clients' needs for repair shop or restoration services assistance.

ACCOUNTING TRANSACTIONS AND INQUIRIES

Direct Deposit Commission Agencies can have commission payments deposited directly via Electronic Funds Transfer. Individuals in Accounting Specialist or Agency Principal roles can enroll the agency electronically using an application available via *@chubb*.

Monthly Commission Statements Select individuals within your agency or brokerage can access monthly commission summary information for personal insurance policies. Agents and brokers can view and print documents by producer code, on demand, for current and historical statements. Commission documents may be viewed, printed or downloaded to a spreadsheet by producer code, to manipulate or export commission data.

Bill Payment Chubb offers policyholders complimentary access to CheckFree, a leading online bill-payment service that allows them to pay bills electronically. Policyholders may enroll by visiting www.chubb.com/personal.

Administrative Tools

Chubb's Online Enrollment Center A fast-and-easy way for agency employees to obtain User IDs and passwords for *@chubb*. The agency or brokerage designates an Agency Administrator (through the local Chubb representative), who has the authority to request and revoke User IDs and passwords for agency or brokerage employees. The administrator can also perform maintenance tasks, such as adding or removing additional rights to existing IDs or revoking IDs that are no longer valid (i.e., an employee has left the firm). This administrator will be responsible for all *@chubb* products and services across business and personal insurance lines.

Reset Your Password Located under the *@chubb* login box, "Password Reset" allows agents, brokers and policyholders to quickly reset their locked or forgotten passwords. Once set, a password never expires.

Producer Appointment Express Designated agency staffs have the ability to view up-to-date licensing and appointment information on file with Chubb for their agency. This information can be viewed for both your agency and the individual producers within your agency.

For more information on any of our eBusiness solutions for your agency, please contact your local branch, call our CPI Premier Solutions Team at 1-866-324-8222 (1-866-echubb2), or send an email message to us at customercare@chubb.com. Business hours are Monday through Friday, 8 a.m. to 8 p.m., Eastern Time.

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