



# **Chubb Preferred Providers Offer Peace of Mind**

## **A Guide to Chubb Referral Services**

Chubb is committed to helping you protect your home and possessions, both proactively and following a covered loss. We are pleased to offer complimentary referrals to pre-qualified professionals in maintenance, loss mitigation and restoration for your home and valuable possessions. We also provide referrals to reputable auto repair specialists. As a Chubb policyholder, you always have the flexibility to choose your own service providers, however, referrals to our preferred vendors offer you peace of mind that you are dealing with best-in-class specialists who deliver the highest standards of service.

### **Proactive Home and Property Maintenance**

Chubb can connect you to specialists who will help you proactively protect your home, family and possessions. Through the **Masterpiece® Protection Network**, a robust network of more than 2,000 independent professionals nationwide, Chubb offers homeowners and valuable articles policyholders courtesy referrals to qualified professionals across a range of specialties such as alarm security, fire prevention, fine art appraisal, art restoration, art storage and transport, home construction and personal property inventory services. These vendors may recommend specific measures that can qualify you for premium discounts from Chubb. Some of these providers also offer discounts and/or priority service to Chubb policyholders.

To learn more about the *Masterpiece* Protection Network, please contact your independent agent or broker or call **1.877.60CHUBB** to access the network.

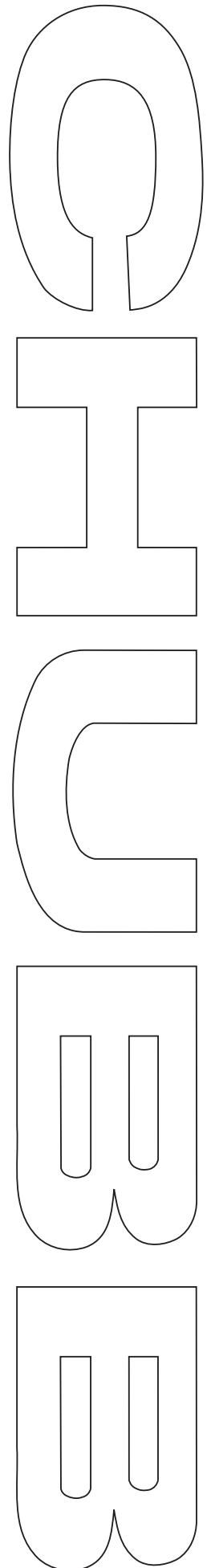
### **After a Loss**

Our goal is to help you put your life back together after a covered loss. To restore mobility, shelter and valued possessions as quickly and easily as possible, we offer complimentary referrals to the following specialists:

#### **For Your Home**

If you have Chubb homeowners insurance, your policy is backed by perhaps the most responsive, professional claim service in the insurance industry. In addition, Chubb has partnerships with Paul Davis Restoration and Disaster Kleanup International to provide you with fast access to **loss mitigation and restoration services** in the event of a covered loss. These vendors can quickly mitigate and repair damage caused by water, wind, fire or smoke. They can usually respond within hours to board up an exposed home, tarp a damaged roof or take other measures to prevent further damage to your home. With more than 70 years of combined experience, these firms warranty their work for Chubb policyholders for a full additional year beyond industry standards.

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Access to preferred mitigation vendors is provided as an option to homeowners policyholders at the time of loss. To learn more, please contact your independent agent or broker or call **1.800.CLAIMS.0** (1.800.252.4670).

### **For Your Automobile**

Through one simple phone call, Chubb offers access to a full suite of auto coverages and services — to get you back on the road as quickly as possible after a covered loss. A Chubb claim representative will keep you informed every step of the way.

### **Preferred repair shop program**

Chubb maintains relationships with reputable collision repair shops and dealerships that offer priority service and peace of mind. These shops specialize in high-end vehicles, and many are manufacturer-certified. If you need a referral to a qualified auto repair shop, Chubb can recommend a shop in your area. The shop representative will then contact you within 24 hours to manage the repair process, provide updates, and make final arrangements once the work is complete. While Chubb allows you to choose any auto body shop for repairs, we guarantee the workmanship of repairs done at a preferred shop for as long as you own the vehicle.

### **Custom auto glass repair / replacement**

If a window on your car cracks or breaks, Chubb will pay for repairs or replacement for a covered loss, with no deductible, as long as you have Full Window Glass coverage on your policy. Chubb can set up a convenient time and place for repair or replacement — such as your own driveway or the parking lot of your place of employment. While you always have the option to choose your own glass vendor, Chubb offers a lifetime warranty for repairs or replacements through our glass program.

### **Car rental service while your vehicle is being repaired**

Coverage for a rental car is automatically included in a Chubb auto policy and available up to \$5,000 or more in most states. If your car must be in the shop for repairs after a covered accident, or it is totaled or stolen, a Chubb claim adjuster will work with Enterprise Rent-A-Car to arrange for a replacement vehicle. We will reimburse Enterprise directly for the rental car, so you won't have to worry about a bill. Enterprise services are available nationwide, and many Chubb preferred repair shops have Enterprise counters on-site. Of course, you can choose any rental car agency under our policy, but as a Chubb customer, you will receive enhanced service with Enterprise.

### **Roadside assistance and towing**

If you have optional Road Service coverage on your policy, Chubb will pay up to \$75 or more\* for towing and labor if your covered vehicle is disabled for any reason. If your policy does not include this coverage, you can still access the towing service, but you will be charged directly for the entire towing cost. However, your policy still covers reasonable and necessary towing expenses for your vehicles with physical damage coverage in the event of a covered comprehensive or collision loss. For roadside assistance and towing, call **1.800.CLAIMS.0**, and select the "Roadside Assistance" option. You will be linked to a dispatcher, who will send help from a nationwide network of over 6,500 independent service providers.

To learn more about Chubb Auto Services, please contact your independent agent or broker or call **1-800-CLAIMS-0** (1.800.252.4670) at any time for fast access.

Chubb refers to the insurers of the Chubb Group of Insurance Companies. Chubb Personal Insurance (CPI) is the personal lines property and casualty strategic business unit of Chubb & Son, a division of Federal Insurance Company, as manager and/or agent for the insurers of the Chubb Group of Insurance Companies. This literature is descriptive only. Actual coverage is subject to the language of the policies as issued.

Evaluations, reports and recommendations are made solely to assist Chubb in underwriting and loss control. Evaluation of any hazard or condition does not mean that it is covered under any policy. No warranties or representations of any kind are made to any party. Neither Chubb nor its employees or agents shall be liable to any party for the use of any information or statements made or contained in any evaluation, report or recommendation.

Full Window Glass coverage is not available in AK, AR, HI, IA, KY, LA, MA, ME, MS, MT, NC, ND, NE, NH, NJ, NV, SC, SD, VA, VT, WI, WV and WY. Per-day dollar limits apply for car rental service expenses in HI, KY, NC, NJ and VA. Road Service is an optional coverage available through *Masterpiece*® Auto Preference® and as Towing coverage in non-*Masterpiece* states. Road Service coverage is not available in AK, AR, CA, HI, IA, LA, MA, ME, MS, MT, ND, NE, NH, NV, SC, SD, VT, WI, WV and WY. \* In select states, optional Road Service coverage pays up to \$150 per occurrence for towing and labor costs.



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