

Digital claims management

Providing a superior experience

CHUBB®



Award-winning Chubb Claims Centre

Our time is precious and we increasingly demand new and quicker ways to get things done. That's why we have launched an intelligent online claims portal, designed to help your customers settle their claim quickly with the minimum of fuss. They can submit a claim whenever they need to and from any device including smart phone or tablet.

The portal is intuitive and only asks questions relevant to the type and value of the claim. Where possible the claims assessment process is fast-tracked based on the type and value of the claim, often without the need for supporting evidence or referral to a claims adviser.

The portal is now live in 13 countries across Europe, including the UK and Ireland, and we are adding new features to it all the time, including claims updates via email and SMS.

Customer first

We put the customer first and empower our teams to make fair and efficient decisions. Over 4 in 5 customers are satisfied with our claims service. We maintain a 66% Net Promoter Score.

[Click here to launch the claims portal](#)

www.chubbclaims.co.uk



Let us introduce you
to the award-winning
Chubb Claims Centre

Chubb. Insured.SM

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Chubb European Group SE (CEG). Operating in the UK through a branch based at 100 Leadenhall Street, London EC3A 3BP. Risks falling within the European Economic Area are underwritten by CEG which is governed by the provisions of the French insurance code. Registered company number: 450 327 374 RCS Nanterre. Registered office: La Tour Carpe Diem, 31 Place des Corolles, Esplanade Nord, 92400 Courbevoie, France. Fully paid share capital of €896,176,662.

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