

CHUBB RESEARCH GUIDES FOR AGENTS, SPRING INTO FLOOD AWARENESS & AIMING FOR MUSKET INSURANCE

Chubb Research Guides for Agents

Chubb's research has shown that successful families and individuals are researching and shopping online for insurance now more than ever, fundamentally changing their purchasing journeys *Grow With Us*. While the bulk of these customers are currently insured with direct writers, it's clear that they're beginning to look for a better understanding of what insurance coverage they need as a result of their unique and emerging exposures. It's also clear that recent market trends are affecting customer's bottom lines and encouraging them to seek out trusted advisors that can provide educated recommendations and who are capable of providing them with full solutions for the complete protection of their assets. Are you prepared to become a trusted advisor for your customer? Did you know that as a member of IIABA, you have access to Chubb's Research Guides which can assist you in taking advantage of this opportunity?

Learn how to redefine value & how to simplify the complexity that insurance might be for a customer in the *Win the Journey Resource Guide*.

Educate yourself on the prevalent dangers of water damage and what can be done to prevent it in the *Water Damage Resource Guide*.

Ask your customer to update you on their potentially changing risk with the interactive Protection Outlook Tool available in the *Financial Advisor Resource Guide*.

Why Chubb Private Risk Services?

Expertise:

PRS has knowledge and expertise to properly service successful individuals and families and they were the first company to specialize in this area more than 30 years ago.

Client Service:

Chubb PRS is always looking for ways to do more and say yes. Client Services, Billing Services and Chubb's Customer Center all scored above 4.8 out of 5 in a 2017 Chubb satisfaction survey.

Claims:

Industry-leading claims payment reputation, long-standing culture handling claims with empathy, fairness and speed.

- 96.5% "High Satisfaction" handling rate for several years running.
- 2400 in-house claims professionals across three service centers in North America.
- During the 2017 CAT period, the Chubb Claims call centers maintained average 3 second answer speed on approx. 62,000 calls.

The Chubb Masterpiece Program is available to registered members in all states except auto in HI, KY, MA, NC, SC and VA as those are being placed in the legacy-ACE system. Additionally, NJ auto and NC home business are being written in the Chubb Non-Masterpiece environment. Learn more by logging into www.bigimarkets.com and clicking on "**Affluent Program - New Business.**"

SPECIAL FEATURE

Spring Into Flood Awareness

While flood insurance is not required in flood low-risk areas, anyone can be financially vulnerable to floods. Recent storms have caused millions of dollars of damage to properties in low-risk flood areas. Historically, properties in low-risk areas account for more than 20% of flood losses and a third of federal disaster assistance.

The National Flood Insurance Program (NFIP) cannot pay a claim due to flood damage if you don't have a policy in effect when the damage occurs. A NFIP insurance policy generally has a 30-day waiting period before it becomes effective. Help your clients protect themselves in these low-risk areas.

To learn more about offering flood insurance to your clients through the Big "I" Flood program, visit us online at www.iiaba.net/Flood, or contact your local Selective Flood Territory Manager. Selective flood territorial managers are situated around the country to assist you in rolling over your book of flood business, teaching flood classes (approved for CE credit in

most states) and provide you with general NFIP information.

Remember, low risk doesn't mean no risk!

Aiming for Musket Insurance

Guns have held the fascination of collectors since their invention. Whether matchlock, flintlock, muzzle-loader, blunderbuss, or one of scores of other names, different types of weapons have helped define an era (or span multiple eras). Think of the various muskets of the early American pioneers through the Revolutionary War and into the Civil War. We've all heard the names of rifles and pistols of the Old West: Colt, Henry, Cooper, Remington and Winchester. The machine guns from the late 1800s to WWII were also used by mobsters of the early 20th century.

Individual guns have changed the course of history. It's postulated that the Deringer that killed Abraham Lincoln led to more harsh treatment towards the South after the assassination, when Lincoln had encouraged a kinder approach to reconstruction. The gunshot assassination of Archduke Ferdinand plunged Europe into WWI.

The age and history of these weapons makes many of them valuable, which means they are prime targets during a break-in, and not just in homes; museums are also targeted. Sadly, unless the criminals are careless or not too bright it may be a long-time before they are recovered, if ever. But as a Big "I" Markets agent, you can secure coverage for collectible firearms with just a few clicks.

The **Personal Articles Floater on Big "I" Markets** offers customized products and services for commercial and personal inland marine fine art and valuable articles. Coverage is available for museums, galleries, private dealers and corporate collections as well as private fine art collections, jewelry, fine wine, silverware, musical instruments, antiques and any collectible imaginable. This program offers many specialized features designed for all types of risks that will appeal to even the most discerning collector, regardless of risk size. The carrier's in-depth knowledge of both personal and commercial exposures allows them to underwrite diverse risks resulting in policies that are individually tailored to meet the unique needs of your insureds.

Working with a specialty company that understands the unique elements of these risks leads to the most competitive pricing, considerably broader and more flexible coverage than your standard homeowners insurer, and expert claims handling.

Special items warrant special coverages and terms not commonly found in standard policies, offering the following coverages and unique features:

- All risks of physical loss or damage
- Worldwide coverage, including transit
- Valuation options to meet individual risk needs
- No per-item limitations
- Newly acquired property coverage
- No deductibles
- Optional buy-back for recovered property
- Legal liability coverage for objects in your care, custody or control

Claims are processed in-house and are assigned to one of expert adjusters from a tight network of specialists in the US. These specialists then work directly with your insured guaranteeing privacy and utmost discretion in adjusting the claim. This high-profile network of adjusters gives your clients access to a host of niche industry specialists to aid in the claims process such as:

- Fine art, collectible and jewelry appraisers
- Specialty jewelers
- Collectible societies
- Conservation and restoration specialists
- Auction houses
- Museums and gallery curators
- University historians and experts for unique items
- Curating services for collectors

Policies are written on an admitted basis. The carrier is rated A XV by A.M. Best. The **Personal Articles Floater** is available on Big "I" Markets in all states (except AK & HI) for personal lines.

WEBINARS

VU Webinars and Lightning Learning

Virtual University

WEBINARS - Two-hours with CE in select states.

- April 25 - 1:00 p.m. EDT - 3 Keys to Getting the Named Insured Correct
- May 15 - 1:00 p.m. EDT - 4 Key Personal & Commercial Line Exposures Every Agent Must Understand
- April 23 - 1:00 p.m. EDT - 5 Contractor Coverage Concepts Every Agent Must Understand

View the complete calendar, registration links and see what states have CE approval online. Registration includes live webinar, on-demand recording and a transcript.

LIGHTNING LEARNING - Twenty minutes each with a focus on Meeting Production Goal Requires More Work Than You Think

- May 1 - 11:30 a.m. ET - How Much Time Do You Actually Spend Adding New Business?
- May 16 - 11:30 a.m. ET - How Much NEW Business Must You Place to Make Goal?
- May 22 - 11:30 a.m. ET - How Do You Get to the TOP of the Underwriting Pile?

Register once for the monthly Lightning Learning package and receive all sessions for one low price. Registration includes live presentations and on-demand recordings.

VU Webinar and Lightning Learning questions can be sent to VU staff. The 2019 calendar and all links are available here.

TWO FOR TUESDAY TRIVIA

Be one of the first five with the correct answers and win a \$5 gift card (Starbucks, Dunkin' Donuts, Baskin Robbins, or Krispy Kreme).

Don't forget to answer the Tie Breaker!

1. On this date in 1768, which future signer of the Declaration of Independence refused to allow two British customs agents to go below deck of his ship, considered to be the first act of physical resistance to British authority in the colonies.
2. In the *Win the Journey Resource Guide* linked in the first article what is the name of the 5th video?
3. The Maihaugen Folk Museum in Lillehammer, Norway has the oldest known version of what type of firearm?

TIE BREAKER

TB - North Carolina residents D.W. and Willie Williams recently celebrated their wedding anniversary. How long have they been married?

LAST WEEK'S MOST CLICKED LINKS

Here are the top three items that got BIM agents clicking from our last edition... see what you missed!

1. Commercial Auto - Monoline
2. Fidelity/Crime Coverage- Travelers
3. Sample Letter Outlining Cyber-Small Business Solution Features

BIG "I" MARKETS SALE OF THE WEEK

Congratulations to our agent in Alaska on a Bonds - Bid, Contractor, Performance, Surety sale of **\$122,324** in premium!