



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.**"