

CHUBB®

Protect your house,
so it always feels
like home.



Masterpiece®
Homeowners
Insurance





Homeowners coverage comparison case study

Two homes. Two insurance carriers. Two very different outcomes.



After a major hailstorm hit a cul-de-sac in the Midwest, residents of the neighborhood frantically called their insurance carriers to report the damage in the hope of starting the repair process as soon as possible. Two neighbors with homes of nearly the same value experienced similar damage, including to their homes' roofing, siding, windows, and kitchen appliances after hail shattered nearby skylight windows.

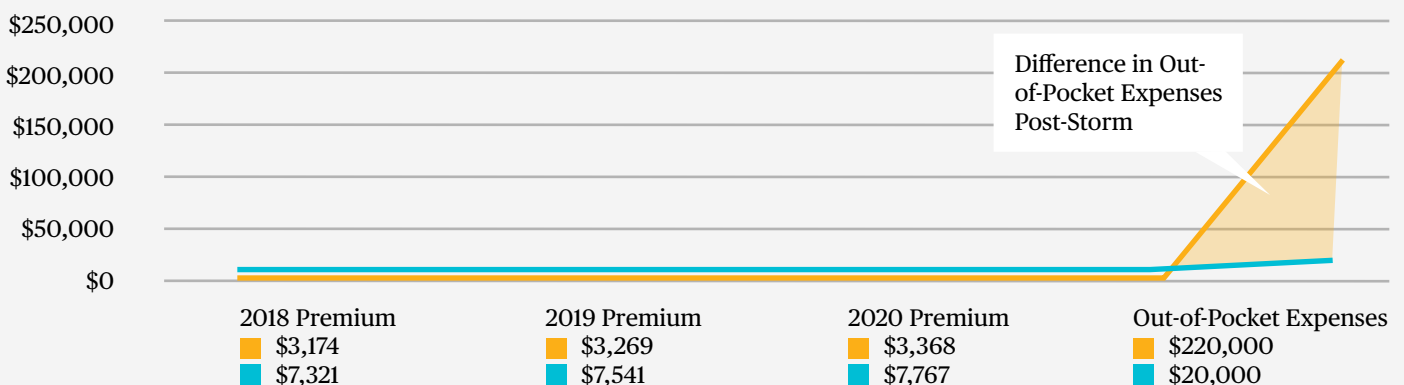
The neighbor from one house reported that they had chosen an insurance policy from the least expensive standard market carrier. The neighbor from the other house was insured by Chubb, and although they paid a higher premium, they felt the price was justified for the peace of mind the higher level of coverage provided them. It wasn't until this storm hit that the Chubb client was able to see first-hand the extra value they received from insuring with Chubb.

While each claim is different and all claims may not be handled like the examples shown here, this case study highlights how the policy terms, such as replacement cost coverage, and the level of service provided by the insurer can make a tangible difference in the claims experience and outcome. Homeowners should speak with their insurance agents about the terms of their policies and the claims practices of the insurers they might be considering.

How did the two homeowners fare in the same storm?

Not all insurers provide the same benefits and service. See how both neighbors might fare after experiencing approximately \$250,000 in damage to their homes and the total out-of-pocket expenses incurred should their homes be restored to pre-storm condition.

<p>House Insured with a Standard Market Carrier</p> <ul style="list-style-type: none"> Hail Deductible = \$14,000 Cost of restoration not covered by carrier = \$206,000 <hr/> <p>Total out-of-pocket expenses = \$220,000</p>	<p>House Insured with Chubb</p> <ul style="list-style-type: none"> Hail Deductible = \$20,000 <hr/> <p>Total out-of-pocket expenses = \$20,000</p>
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The difference in the claim experience

See the difference in how some of the repairs were handled.



House Insured with a Standard Market Carrier








- Took three weeks for carrier to come to the home and assess the damage
- Spent weeks fighting with their carrier about coverage
- Insurance carrier found ways out of doing the necessary work to restore the home and stopped work at the client's coverage limit
- Repairs were completed eight months following the storm with additional out-of-pocket expenses for the client



House Insured with Chubb

- ✓ Chubb was at the house the next day and work began the following week
- ✓ House was fully restored to original condition within three months
- ✓ Client did not pay any additional out-of-pocket expenses besides their deductible payment

The difference in what was replaced

	 House Insured with a Standard Market Carrier	 House Insured with Chubb
 Roof damage	Only damaged areas of the roof were replaced	✓ Chubb paid for the full roof to be replaced
 Wood clapboard damage	Only the wood clapboard on the impacted side of the home was replaced	✓ Chubb replaced wood clapboard on all sides of the home to match
 Broken windows	Policy excluded window replacement	✓ Chubb replaced all broken windows
 Other exterior damage	Policy did not include payment for other damage	✓ Chubb paid for multiple layers of paint on the exterior of the home
 Kitchen appliance replacement	Policy did not include appliance replacement	✓ Chubb replaced all damaged appliances with the same grade and level as before



The value of your insurance policy is defined by much more than price.

Talk to your agent or broker to make sure your policy protects you from unexpected expenses.

The claim scenarios described here are hypothetical and are intended to show the types of situations that may result in claims. These scenarios are not based on actual claims and should not be compared to an actual claim. Whether or to what extent a particular loss is covered depends on the facts and circumstances of the loss, the terms and conditions of the policy as issued and applicable law. The claims comparison presented herein is based on assumptions made about hypothetical coverage purchased by a homeowner; the coverage outcomes might vary depending on actual insurance purchased and service levels provided vary by insurer and circumstances. Clients should consult with their insurance agents to determine the right insurance policy for their circumstances. Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit our website at www.chubb.com. Insurance provided by ACE American Insurance Company and its U.S. based Chubb underwriting company affiliates. All products may not be available in all states. This communication contains product summaries only. Coverage is subject to the language of the policies as actually issued. Surplus lines insurance sold only through licensed surplus lines producers. Chubb, 202 Hall's Mill Road, Whitehouse Station, NJ 08889-1600.

Protecting the details that make your house your home

97%
of Chubb clients
who had a claim
paid were highly
satisfied with their
claims experience.

Whether you're in a new house or have lived there for years, we understand the care and effort it takes to turn a house into your home. And we want to make sure you always feel at home, even if something happens and you need to repair, replace or rebuild.

Right from the start, you'll see that Chubb is different. We don't simply process claims. We look for ways to prevent damage from happening and go out of our way to make the claim process easy for you if something happens to your home.

At Chubb, you're more than a claim. You're our client.SM

We look for ways to say yes.SM

If you experience a claim, we make sure you're made whole again quickly.

We look for ways to do more.SM

We provide comprehensive protection to suit your unique needs, and work to prevent issues from happening in the first place.



Let us raise your expectations of what insurers can deliver

Keep in mind: All these services are complimentary for Chubb clients.

Chubb Property Manager Service

If you own a second or seasonal home in certain hurricane prone regions, Chubb Property Manager Service can help you keep watch from miles away. If hurricane force winds impact your community, we'll send a professional to inspect your property as soon as it's safe, and provide a full report to you. We may arrange for urgently needed repairs or even open a claim with your permission. With Property Manager Service, what used to take weeks may now only take a few hours.

Identity Management Services

We can even help protect your identity. We provide complimentary Identity Management Services in select states, which can help stop identity theft before it happens and simplify recovery if it does. If your identity is compromised, our vendor will assign a dedicated fraud specialist to see you through every stage of the crisis. If critical documents are destroyed in a disaster, we can help you replace them fast.



We look for ways to say yes



You won't hear us say, "that's good enough."

After severe winds caused several trees to fall on a client's garage, damaging not only the garage but a car parked inside as well, Chubb stepped in to help. The client called his Chubb adjuster, and she immediately approved an estimate for tree removal. When the client needed to rebuild his garage, Chubb provided suggestions for a contractor, and within 48 hours, the client received his check in the mail to begin repairs.



Responsiveness is a top priority

In 98% of all Chubb Masterpiece property insurance claims, our claim adjusters make contact within six hours or less of the initial report. Our claim adjusters have the authority to pay claims, but can't deny a claim without a manager's approval.



You won't hear us say, "that's good enough"

We replace all the details that turned your house into a home, from upgraded appliances to custom cabinets, flooring or carpentry. Plus, we'll replace upgraded appliances based on the exact or similar model available. You're always free to use your own contractor, or we're happy to provide pre-qualified referrals.



When you're at your worst, we're at our best

If you need a place to stay during repairs, for example, we'll help you find the right place based on where you'll be most comfortable, whether that's in a premium hotel or a similar type of home in your neighborhood and school district.



We look for ways to do more



You'll benefit from our focus on prevention and protection

With most properties, we'll send an experienced Risk Consultant with expertise in evaluating homes like yours to your door. Careful observation will be the first step. The architecture will be documented; details will be catalogued, measured, and photographed. And it's all complimentary for Chubb policyholders.



We use advanced technology to detect problems fast

Masterpiece HomeScan's advanced technology scans walls and ceilings with infrared waves, looking for temperature variations of just one degree. Hot or cold spots point to problems hidden inside. Complimentary for Chubb policyholders, HomeScan can reveal leaks, missing insulation, and faulty electrical connections before damage happens.



A complimentary service to keep your home safe

In many states, we help clients prepare before wildfires start, warning them when fires come close, and contracting with certified wildfire fighters to help save Chubb homes when they're threatened. Complimentary for enrolled policyholders, Chubb Wildfire Defense Services may be the reason many Chubb homes are standing today.



When you're at your worst, we're at our best, always treating you with empathy.

When a client and their family returned home from a weekend getaway, they discovered that a pipe had frozen in the attic and caused severe water damage. The client and her family needed to find temporary housing. To ensure they stayed comfortable, Chubb was able to find a rental in their school district, so the couple's two children could get to school easily each day.



Let us raise your expectations

Here are just a few reasons why 97% of our customers surveyed would recommend Chubb to a family member or friend:

1 Fast claim service

Contact within 24 hours of loss report.

Payments issued within 48 hours of settlement.

24/7 emergency services available.

2 Need more, get more

With our extended replacement cost feature, we'll extend your coverage beyond the policy limits if you need to rebuild or restore your home after a loss.

3 Take the cash instead

We'll give you cash, up to your policy limit, instead of rebuilding after a covered loss.

4 Bring it up to code

If you're rebuilding after a loss, we'll pay for you to bring the damaged areas of your home up to the current code, including electrical and plumbing.

5 Live in comfort

We'll help you find comparable temporary housing and pay the difference in expenses until you can go home again.

6 Replacement value

We'll insure your belongings for the amount it costs to replace them, without depreciation, up to your policy limit.

7 Complimentary services

Referrals to pre-qualified service providers.

Proactively detect hidden moisture and fire hazards.

Wildfire defense and hurricane damage assessment.

8 Don't get all wet

We cover water backup from interior sewer and drains, up to your policy limit.

9 Premium discounts

By combining your insurance, such as home and auto, or home and valuable articles, you may be eligible for considerable savings on your premium.

Experience the Chubb difference

At Chubb, we're always looking for ways to do more for our clients. The chart below shows the level of protection you can expect when you're a Chubb client. Work with your independent agent to fill out the right-hand column below to see where you're protected today, and where Chubb can raise your expectations.

	Protection with Chubb	Your protection today
Home assessment service	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Complimentary industry-leading services: Preferred Services Provider Network, Wildfire Defense, HomeScan	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Exceptional claims service with contact made within 24 hours of first notice of loss	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Extended Replacement Cost	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Additional living expense	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cash out option	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Rebuilding to code	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Replacement value for contents	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Water back up of interior sewers and drains included, up to applicable policy limits	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Broad personal liability limits available, ranging from \$1 million to \$100 million	<input checked="" type="checkbox"/>	<input type="checkbox"/>

