

The Chubb logo is displayed in white, uppercase letters on a dark blue background. The letters are spaced out and have a clean, sans-serif font.

## Chubb PRS: Important Message Regarding Billing

Chubb understands that many of our policyholders have been severely impacted by the events surrounding the novel Coronavirus, and we are committed to working with them to make accommodations based on their specific situations. Our number one priority is to help our clients to minimize any disruption, where we can. During these uncertain times, we will be looking for ways to accommodate our insureds and align with guidance provided by state regulators.

For our Chubb Personal Risk Services clients, we will continue our history of working with clients when they encounter a situation which impacts their ability to pay their premium. For our US clients who cannot pay their premiums on time due to events related to Coronavirus, we will work with them. Any agent or client who would like to discuss the extension of a payment due date should contact our Customer Care Team at 866-324-8222, or [customercare@chubb.com](mailto:customercare@chubb.com). We will review each request individually and follow up as quickly as possible.

In all cases, we will make sure that, in compliance with all applicable regulatory guidance, we are providing accommodations to our insureds where we are required to do so - this includes longer moratoriums on cancellations where specifically required.

Chubb believes insurance companies, agents, and brokers are needed more than ever, and we remain available to provide the same level of service and care our clients and partners have come to expect.

Sincerely,

A handwritten signature in black ink, appearing to read "Fran", is positioned above the printed name.

Fran O'Brien  
Division President, North America Personal Risk Services

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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 [new.chubb.com](http://new.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 is the world's largest publicly traded property and casualty insurer. With operations in 54 countries,

*Chubb provides commercial and personal property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to a diverse group of clients. Chubb Limited, the parent company of Chubb, is listed on the New York Stock Exchange (NYSE: CB) and is a component of the S&P 500 index.*

*This email was sent by: Chubb Personal Risk Services  
202 Hall's Mill Road Whitehouse Station, NJ, 08889, USA  
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