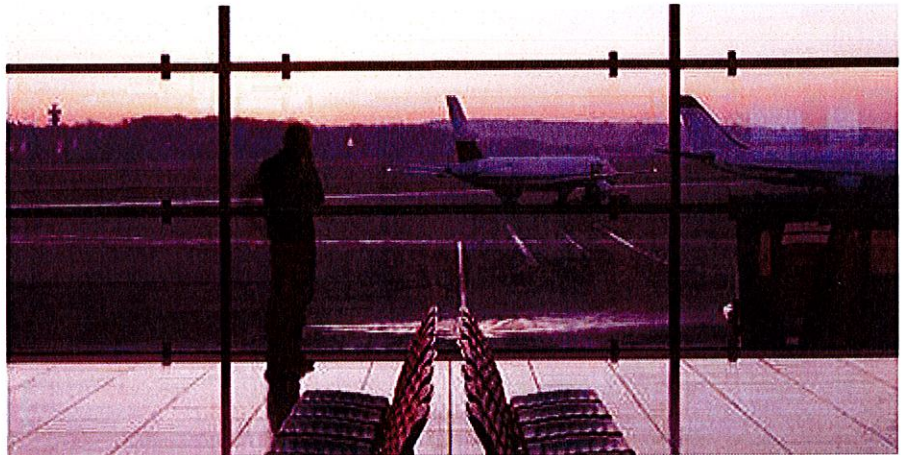


# International Advantage® Executive Assistance® Services

CHUBB®



Trip planning, travel assistance and emergency response services are available to all Chubb International Advantage® insureds, including their employees, volunteers and students. Please communicate this notice to your international travelers in order to provide them access and incorporate the registration process into your company's travel policy.

## **A One Stop Travel Tool**

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Your traveler can use the [www.chubbtravelapp.com](http://www.chubbtravelapp.com) website to research the country they are traveling to and create a travel itinerary that will allow us to send you travel alerts based upon the destination. Printable wallet cards with our 800# travel hotline can also be obtained on the website.

## Register Now

Visit [www.chubbtravelapp.com](http://www.chubbtravelapp.com) to register.

To gain on-line and mobile access to Chubb Executive Assistance® Services your international travelers must first visit us at [www.chubbtravelapp.com](http://www.chubbtravelapp.com) and use your policy number below to register and create their personal profile.

POLICY NUMBER: [PHFD38454419 006](http://PHFD38454419006)

## **Download the Chubb Travel App**

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Your traveler can also take Chubb Executive Assistance® Services mobile by downloading the Travel App onto their smartphone. The trips and information that are registered on the web will appear on the traveler's mobile device automatically. If they enable Location Services on their smartphone, the Travel App will push information to them based upon their current location.

## Available Services

The following are just some of the services and information available to our insureds through our mobile app or at [www.chubbtravelapp.com](http://www.chubbtravelapp.com).

## Trip Planning

- Immunization requirements
- Embassy locations
- Visa/Passport Requirements
- Culture and Etiquette
- Country Information
- Crime and Country Risk Levels

## Travel Alerts

- Political Instability
- Union Strikes and Service Disruption
- Natural Disasters and Weather
- Crime, Terrorism or Disease Outbreaks

## Security Services

- Political Evacuation
- Natural Disaster Evacuation
- Consultation Services
- Legal Assistance/Bail
- Emergency Travel Arrangements & Passport Replacement
- Interpretation/Translation

## Emergency Assistance

- Emergency Medical Transport
- Hospital Admission Guarantee
- Emergency Medical Payment Advance and Guarantee
- Medical Monitoring and Referrals
- Doctor or Specialist Dispatch
- Medication and Eye wear Replacement
- Medical Evacuation and Repatriation
- Family Reunion Travel Arrangements
- Transportation Escort
- Return of Dependent Children and Travelling Companion
- Repatriation of Remains

## Concierge Services

- Hotel, Car and Airline Reservations
- Restaurant Referrals
- Tee Times
- Personalized Retail Shopping Assistance

The screenshot displays the CHUBB Travel App interface. At the top, the CHUBB logo and 'Travel App' are visible, along with navigation links for 'My Profile', 'Help', and 'Signout'. Below the navigation bar, there are several sections:

- User Profile:** Shows 'Welcome, Chris Jackson', 'My Profile 100% Complete', and 'Active Trips' with a 'Germany' entry and a '+ Add New Trip' button.
- Upcoming Travel:** Displays '9 Feb Thursday 2017' for 'Frankfurt, Germany', '0 Days 11 Hours until you Travel', and 'at Pennsylvania - Philadelphia, United States' with a 'Print Wallet ID Card' button.
- Travel Tip:** Features an image of a bridge and text about extortion attempts in Europe and the Middle East.
- Top Alert for Frankfurt, Germany:** A prominent alert with an image of an airplane and text: 'Flight disruptions possible at several major European airports due to poor weather conditions and capacity issues Feb. 8. Confirm flights. Summary'. A 'See more...' link is provided.
- Alerts:** A section with a similar airplane image and text: 'Flight disruptions possible at several major European airports due to poor weather conditions and capacity issues Feb. 8. Confirm flights. UPDATE: EU extends border controls and security checks within Schengen Area until at least May 2017. Delaware River Bridge to remain closed indefinitely due to truss fracture. Expect increased congestion on alternative routes between PA and N.J., US.' A 'View All' link is at the bottom.
- Local Facts:** Shows 'Overall Risk Rating' as '02' (Low) with a bar chart for Crime, Security Services, Civil Unrest, Terrorism, and Kidnapping. It also includes 'Health Info Health Security Assessment Rating (HSAR) Germany: HSAR 2 The IJET HSAR system is based on a w... More' and 'Currency: 1 USD = 0.9382 Euro'. An introduction to Germany is provided, and it is 'POWERED BY IJET'.
- Places:** Lists 'Embassy' and 'Medical' services with addresses and phone numbers for 'University Clinic Frankfurt', 'St. Katharinen Hospital', and 'Hospital Zum Heiligen Geist'.

Chubb. Insured.™

The opinions and positions expressed in this report are the authors' own and not those of Chubb. The information and/or data provided herein is for informational purposes.

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## HOW TO REPORT YOUR CLAIMS

In the event of a claim, suit or loss under your Policy, contact your agent or broker. To report a claim, occurrence, accident, suit, loss or injury to us, in accordance with and as provided in the respective coverage parts of your Policy, please use any of the following methods, and please provide the information listed below, as well as any information your Policy requires:

**EMAIL:**

ChubbClaimsFirstNotice@chubb.com

(This e-mail address is to be used for new claim reporting only.)

**FAX:**

(877) 395-0131 (Toll Free)

(302) 476-7254 (Local)

**PHONE:**

(800) 433-0385 (Business Hours)

(800) 523-9254 (After Hours)

**MAIL:**

Chubb North American Claims

P.O. Box 5122

Scranton, PA 18505-0554

Please be sure to include the following information, in addition to any specific information required by the applicable coverage part:

- Policy Holder Name
- Policy Number
- Type of loss
- Date of Event
- Description of loss
- Insured contact name and details (phone, e-mail, etc.)
- Third Party contact name and details (phone, e-mail, etc.)
- Any other pertinent information available

***If your policy includes Executive Assistance<sup>®</sup> Services the following information pertains:***

## KEY CONTACT NUMBERS FOR EMERGENCY SERVICES

### 24 Hour Emergency Response Executive Assistance<sup>®</sup> Services

Emergency Medical, Personal, Travel Assistance, Emergency Political Evacuation and Concierge Services. **Calling the numbers below will provide the caller access to the Executive Assistance Services. Calling the following numbers does not constitute the report of a claim, occurrence, accident, suit, loss or injury, as provided for in the respective coverage parts of your Policy.**

**To report a claim, occurrence, accident, suit, loss or injury to us, you must follow one of the methods set out above.**

**Executive Assistance Toll Free Inside U.S. and Canada: 1 (800) 766-8206**

**Executive Assistance Toll Free Outside U.S. and Canada IDD+800-0200-8888 (available from 40 countries)**

**Executive Assistance Collect Calls Outside the U.S. and Canada: 1 (202) 659-7777**

**Where Toll Free or Collect Calls are not available**

**Executive Assistance Outside the U.S. and Canada: IDD 1 (202) 659-7777**

## What to do in a Kidnap and Extortion Crisis

In the event of a crisis incident that may be covered under the terms of the policy, The Ackerman Group, LLC should be the first point of contact:

**PHONE NUMBER(S): + 1 305 865 0072**

The Ackerman Group is staffed every hour of the day and can advise, assist or respond, depending on the situation/incident.

**Notification to The Ackerman Group is independent of, and does not supersede, policy requirements of notice to the Company.**

### **The Ackerman Group Response Process**

#### **Before A Crisis**

- Establish a Crisis Management Team.
- Create a communication plan so field managers know who to contact in the event of an emergency.

#### **Initial Call**

- The Crisis Management Team calls The Ackerman Group at any hour of the day or night.
- Identify the company as a Chubb insured.
- Provide contact details. The Ackerman Group representative will participate in the initial team meeting by speakerphone.

#### **Strategy**

- The Ackerman Group representative will immediately deploy and spearhead the recovery effort; however, all significant decisions will be referred to your Crisis Management Team.
- The Ackerman Group can handle all aspect of a hostage recovery, including negotiations, liaison with law enforcement agencies, conversion and protection of ransom funds, and even delivery of ransom funds.

In the event of an incident that may be covered under this policy, whether or not The Ackerman Group has been contacted, one of the following Company representatives must be notified (in order of preference) in accordance with the terms of the notice requirements of the policy:

#### **COMPANY NOTIFICATION**

Notification must be made to the Company in compliance with the notice provisions of the policy. Notification should be made to:

Chubb North America Claims: PO Box 5122, Scranton, PA 18505-0554

**EMAIL:** [ACEClaimsFirstNotice@Chubb.com](mailto:ACEClaimsFirstNotice@Chubb.com)  
(This e-mail address is to be used for new claim reporting only.)