

What Have We Paid Lately?

Chubb Canada Claims



The true measure of an insurance carrier is how it responds to and manages your claim. We understand that when you buy insurance, you're really buying peace of mind. Chubb's guiding claims principle has been to treat each customer the way we would like to be treated if we were to experience the same loss - with integrity, empathy, promptness, expertise and fairness. This is the Chubb difference that we bring to all of our lines of business across Canada, with offices in Montreal, Toronto, Calgary and Vancouver.

Here are some examples of policies that we offer and corresponding claims that we have handled and paid lately:

Type of Coverage	Amount Paid	Details of Claim
Representations & Warranties Insurance - Representations & Warranties Insurance Policy	\$750,000	Chubb provided coverage to the Seller for certain representations made during the sale of the family business. Just when the escrow funds were due to be released, the Buyer made a \$12 million dollar demand, alleging various breaches of the Purchase and Sale Agreement (PSA) by the Seller. Our insured submitted the claim to Chubb for coverage and experienced corporate counsel was retained, at the Insured's choosing. In connection with the demand, the Buyer demanded that the escrow of \$5 million not be released, therefore tying up the Insured's retirement plans. It was determined that the matter would proceed through arbitration as stipulated in the PSA. Following the examinations for discovery of the Seller's representatives, it was determined that the Buyer had a much smaller case than originally thought, and the Buyer thereafter reduced their settlement demand to \$1.5 Million. On the morning of the examination for discovery of the Buyer's representatives, settlement was reached at \$750,000 which was fully funded by Chubb. The insured was happy to have the matter resolved and to be able to get on with retirement.
Environmental- Environmental Impairment Liability	\$400,000	Our insured provides fuel deliveries to both commercial and residential properties. One of the insured drivers was refilling a residential oil tank when the homeowners arrived home surprised to see an oil truck, given that they had decommissioned their oil tank years ago. The driver had the wrong address and had pumped 100L of oil directly onto a mud floor. The oil migrated 15 feet below grade and the homeowners could not live in the house for the 5 months that the remediation was taking place. The homeowner's insurer took an off-coverage position based on pollution exclusion in the policy. Understanding the reputational risk to our insured, Chubb immediately organized the remediation and assisted the homeowners in finding suitable living arrangements. The total cost of remediation came to approximately \$400,000, including living expenses.

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Commercial - Nations Plus™ Liability Policy	\$150,000	Our commercial insured provides security detail and was named as a defendant in a civil action brought by an individual who had been arrested and detained by our insured. The action alleged wrongful detention, assault and battery and sought \$350,000 in general damages (including Family Law Act) and \$100,000 in special and punitive damages. Chubb assigned experienced litigation counsel and worked with the insured and counsel to vigorously defend the matter over the course of 4 years. A week before trial, the plaintiffs offered a discontinuance without costs and the matter was resolved for defence costs only. The insured was very pleased with the outcome and thankful that Chubb had supported the decision to proceed to trial and considered it a “victory for all of us.”
Personal Property - Deluxe House & Contents Coverage	\$450,000	Our insured had a severe fire to his rental property which caused extensive damage due to an electrical issue. The fire was large enough that the local public adjusters (adjusters who represent the insured for a fee and who are not associated with an insurance company) approached the insured to sign a contract, representing that he could get the insured a larger settlement. The Chubb adjuster had his initial meeting with the insured and walked him through the Chubb claims process (to bring the home to pre loss condition) and our claims promise (to handle claims with integrity and fairness). In this instance, this would be achieved bringing in structural engineer experts and pricing based on current industry rates. The insured did not sign with the public adjuster, choosing to rely on Chubb. Within a mere three weeks from the date of loss, Chubb resolved the claim for approximately \$500,000, including amounts for content and loss of rental income. The insured and broker were both extremely pleased with the efficiency and service provided by Chubb.

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