Chubb Enironmental TankSafe® User Guide





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Disclaimer: This material contains product summaries intended for use solely by properly licensed insurance professionals. The insurance policy actually issued contains the terms and conditions of the contract. All products may not be available in all states and surplus lines products can be offered only through licensed surplus lines producers. Insurance described is provided by ACE American Insurance Company and its U.S. based Chubb underwriting company affiliates. 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. Chubb Environmental Risk, 11575 Great Oaks Way, Alpharetta, GA

30022.



Thank you for using TankSafe®

If you cannot access the system or have any issues, please report the problem to:

ebusinesshelp@chubb.com

To ensure timely processing, please include:

- The policy number, and
- The insured's name as listed on the policy

Login

Enter your Chubb TankSafe username and password.

Link: https://secure.chubb.com

- Username
- Password

Click here for step-by-step instructions for logging into TankSafe through the Chubb Agent Portal.

For password or other problems accessing the system, please contact your agency administrator.

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Account Revocation

Ninety (90) days of inactivity

Your access to TankSafe® will be revoked if your account is inactive for ninety (90) days or more.

To reactivate, please email your agency administrator.

Licenses

Please note that as a Chubb Environmental Risk approved user of the Chubb Environmental Risk online systems, you conform to and operate only under the authority, if any, granted by your Chubb Environmental Risk producer agreement. For each submission you must have a producer license in the state in which the insured maintains its principal place of business. If you have any questions or concerns, please contact the TankSafe® Administrator at **TankSafePolicyChange@chubb.com**.

The broker must hold the appropriate license in the Insured's state of domicile and submit that License Number in TankSafe® before the account binds. Chubb Environmental Risk performs monthly audits on the information provided. If a license number is invalid, a warning will be issued via a formal letter to the broker. Further non-compliance due to licensing issues will be grounds for termination of access to TankSafe®. Access may be reinstated on a case-by-case basis and with evidence of proper individual and agency licenses.

Licensing Disclaimer: Nothing in this notice is meant to remove, change or supersede the responsibility of any broker to comply with the requirements of any given jurisdiction(s) including, but not limited to, licensing requirements or the proper payment of all applicable taxes.

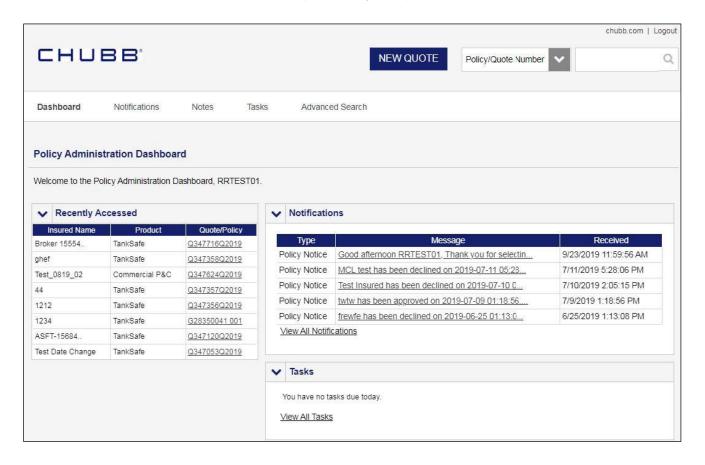


Audit Requirements

Chubb Environmental Risk reserves the right to perform periodic audits on the broker's TankSafe® book.

Chubb Environmental Risk FastTrack Dashboard

The Fast Track Dashboard lists all the submissions and policies assigned to your Chubb Environmental Risk Producer Code.



This page provides several basic functions:

Search: The search function is in the top right corner. Be sure to select whether you are searching by Policy/Quote Number or Client Name in the drop down. Provide Policy/Quote Number or Client Name in the box to the right of the drop down; click on the magnifying glass or press enter.

Recently Accessed: This section will allow you to quickly reenter your most recent submissions.

Tasks: To view a submission or policy on the dashboard, click on the insured name or "View All Tasks". After selecting insured name, click on Policy/Quote #, which will take you to your Fast Track record.



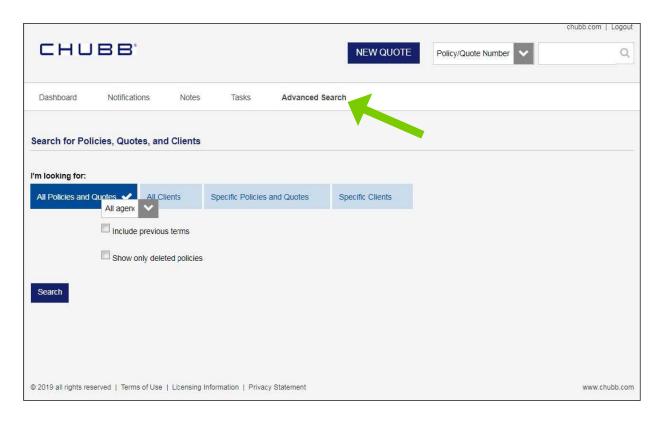


Notifications: To view the status of your submissions on the dashboard, click on the Message.

Туре	Message	Received
Policy Notice	JD Test 9-3-19 has been declined on 2019-09-03	9/3/2019 2:48:11 FM
Policy Notice	Test 1 has been declined on 2019-08-15 03:23:1	8/15/2019 3:23:17 PM
Policy Notice	Admitted Test 2 has been declined on 2019-08-1	8/15/2019 3:15:36 PM
Policy Notice	Tracker Broker Test has been approved on 2019	8/15/2019 10:51:11 AM
Policy Notice	frgreg has been approved on 2019-08-06 01:15:0	8/6/2019 1:15:05 PM

Advanced Search: This search function located on the dashboard, allows for broader search criteria with the following options:

- All policies and quotes
- All clients
- Specific policies and quotes
- Specific clients



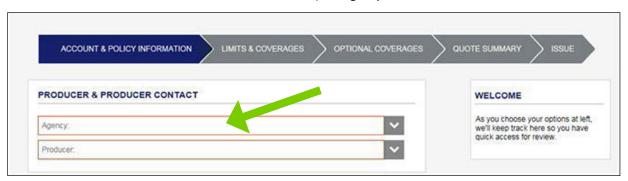


New Policy (Quote)

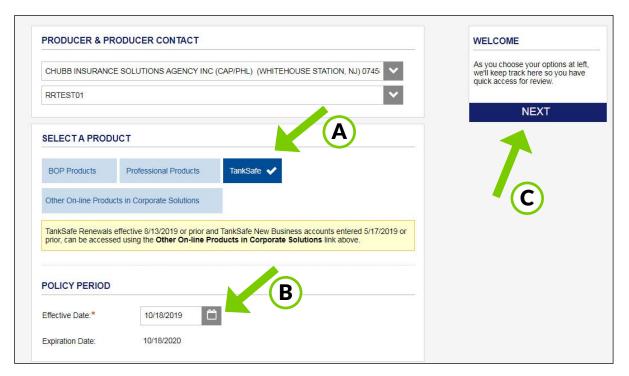
To begin a new submission, click the **New Quote** button at the top of the Dashboard screen.



The next screen is **Producer and Producer Contact**. Select your **Agency** and **Producer**.



Once the Agency and the Producer has been selected, Fast Track product icons will appear. Select **TankSafe** and choose the **Effective Date** of your policy. Click **Next** on the right-hand side of the screen to continue.



Note: The effective date cannot be prior to the data entry date.

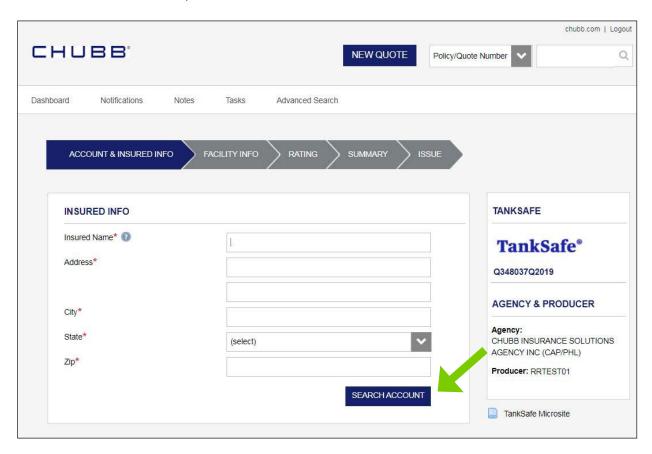


Account & Insured Info

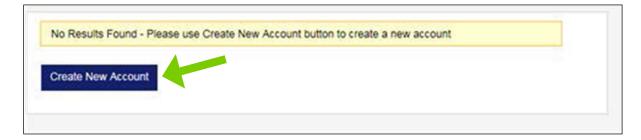
On the **Account & Insured Info** page, the following information must be entered:

- Insured Name (Should be one (1) entity. For all other entities, please reach out to your underwriter.)
- Address
- City
- State
- ZIP

After this information is entered, select the **Search Account** button.



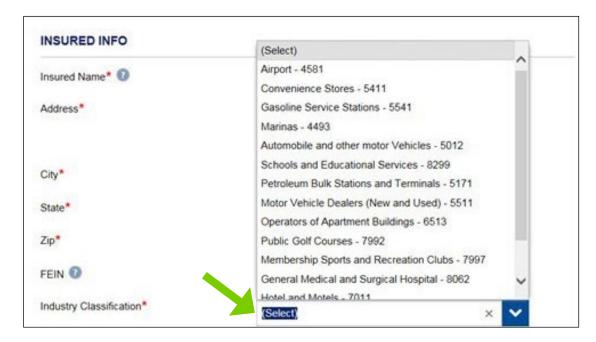
The search will provide Insureds, from which you select the appropriate one. If none appear, click on the **Create New Account** button.



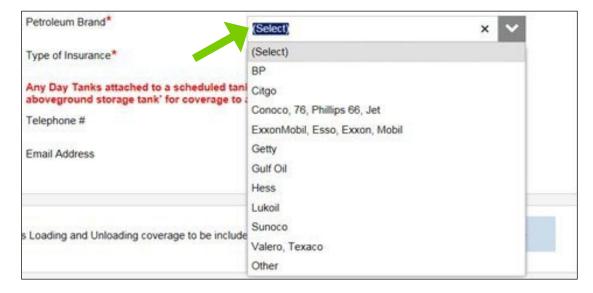
Additional information is required on the **Account and Insured Info** page to proceed.



Select the appropriate Industry Classification.



If you choose gasoline service stations, convenience stores or petroleum bulk stations and terminals, a second drop down box will appear to select the **Petroleum Brand**.



Note: If the petroleum brand is not available from the options, select Other and input the petroleum brand.





Select the **Type of Insurance**.

- AST Aboveground Storage Tanks
- UST Underground Storage Tanks
- AST/UST Combination Policy with types of storage tank



When **Type of Insurance** is selected, the following message will appear regarding day tanks:

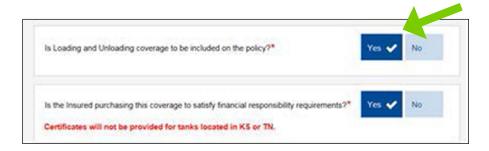
Any Day Tanks attached to a scheduled tank system are required to be scheduled as a 'Covered aboveground storage tank' for coverage to apply.

Note: There is optional information that can be input on the Account and Insured Info page. This information is not required to proceed with submissions.

- Telephone number of the applicant
- Email address of the applicant
- Federal Employer Identification Number (FEIN) of the applicant (nine (9) digits)



The Loading and Unloading coverage question is automatically checked as Yes



If you choose to select **No** for Loading and Unloading coverage, the following message will appear:

Loading and Unloading is a required coverage to be compliant with financial responsibility regulations.

Do you still want to remove this coverage?

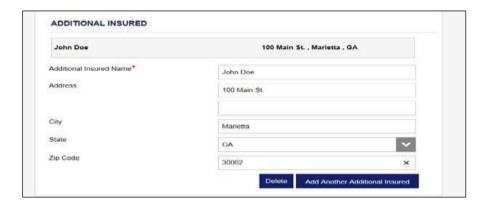
Note: If you continue with the No selection for the Loading and Unloading coverage, a certificate of financial responsibility will not generate.

The **Additional Insured** option is available and includes the following information fields:

• Additional Insured Name

Note: This is the only required field

- Address
- City
- State
- Zip Code

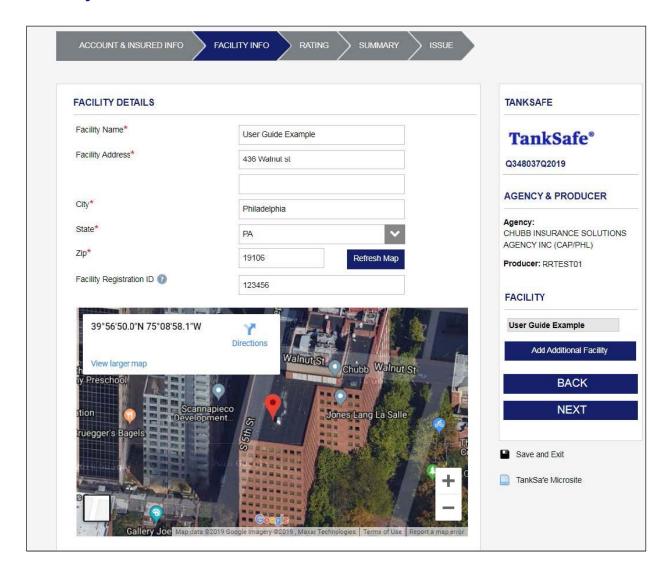


If there is more than one additional insured, select the **Add Another Additional Insured** button. To delete an additional insured, select the **Delete** button.

Choose **Next** to continue.



Facility Info



On the Facility Info page, you will input information about the facility including USTs and/or ASTs. The information entered on this page is used to create the Certificate(s) of Financial Responsibility.

The following information must be entered:

- Facility name
- Facility address
- City
- State
- Zip

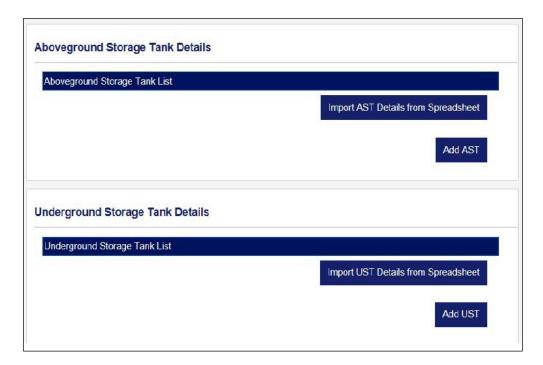
The **Facility Registration ID** is a site identification number assigned by a regulatory agency to the location of the facility as explained in ?. This number will automatically populate for any Certificate of Financial Responsibility issued on an account.

Once the **Facility Name** and **Facility Address** fields are completed, select the Refresh Map button and the location should appear on the map.



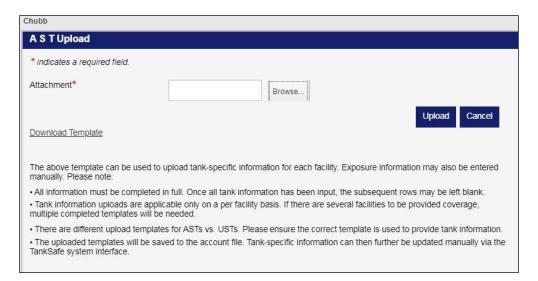
Adding Tanks

To add Aboveground Storage Tanks/Underground Storage tanks go to the specific Storage Tank Details. If both AST and UST coverage is selected, both will appear on the Facility Info page as shown below.



An AST spreadsheet upload option is available on the **Aboveground Storage Tank Details** section. Click on **Import AST Details from Spreadsheet**.

Once the template is downloaded and completed, use the **Browse** and **Upload** buttons to select and import the spreadsheet tank data.





Another option is to manually enter the information by clicking Add AST.



After manually entering AST information, you can select the **Duplicate AST** button. The Duplicate AST button copies your most recent entry leaving the only item to be input as the AST's ID.

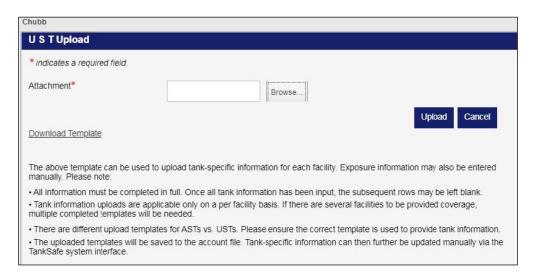
Another way to add additional ASTs, is to select **Add Another AST** button, which will allow you to manually enter in the ASTs information.

To delete an AST, select the **Delete AST** button.



An UST spreadsheet upload option is available on the **Underground Storage Tank Details** section. Click on **Import UST Details from Spreadsheet**.

Once the template is downloaded and completed, use the **Browse** and **Upload** buttons to select and import the spreadsheet tank data.

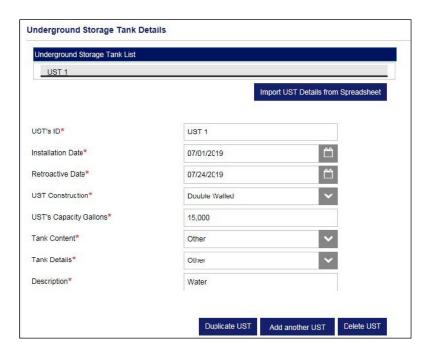


Another option is to manually enter the information by clicking Add UST.

After manually entering UST information, you can select the **Duplicate UST** button. The Duplicate UST button copies your most recent entry leaving the only item to be input as the UST's ID.

Another way to add additional USTs, is to select **Add Another UST** button, which will allow you to manually enter in the USTs information.

To delete an UST, select the **Delete UST** button.



For the AST/UST ID, you can input your own nomenclature to identify each tank (e.g. UST-01 or AST-01).

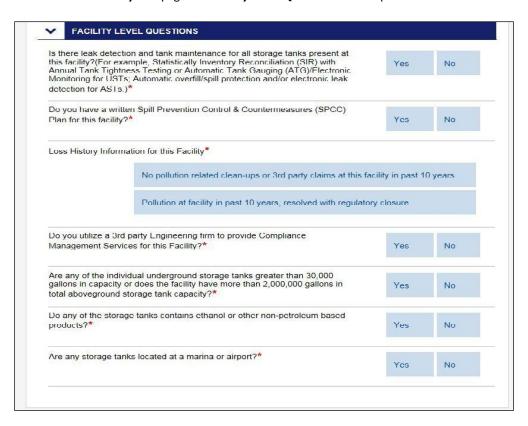
Note: If you do not have any particular nomenclature, then designate the tanks as 1, 2, 3, etc.

For the **Installation Date**, use the date of when the tank was installed.

Regarding the **Retroactive Date**, up to 10 years of Retroactive Date coverage can be selected.



Located on the Facility Info page are Facility Level Questions. These questions must be answered before continuing to the next page.



After completing the facility questions, to add an additional facility, go to the top of the page on the right-hand side and select the **Add Additional Facility** button.

If you do not have another facility to add, choose **Next** to continue.





Rating

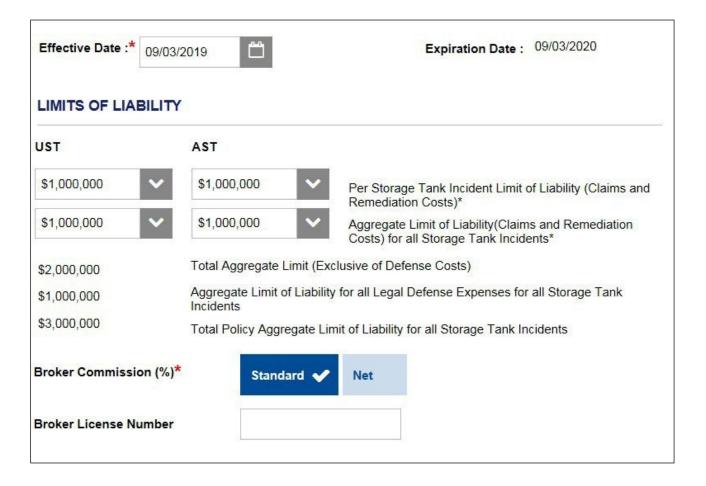
The rating page will reveal the **Effective Date** selected at the beginning of the new quote.

The Effective Date selected can range from the present date to seventy (75) days forward.

When the Effective Date is selected, the **Expiration Date** will indicate a one-year term.

Select the **Limits of Liability** using the drop-down box. Defense limits are separate from the aggregate limits. This is a system-filled field and will always equal the aggregate limit. AST/UST policy limits structure is different for the combined AST/UST policy. Limits are dedicated for the UST exposure and separately to the AST exposure. These dedicated limits are necessary to preserve capacity for financial assurance purposes. Defense limits are outside these dedicated limits and equal to the lesser of the aggregate limits selected. The Total Policy Aggregate Limit is the Aggregate Limit plus the Defense Limit.

The default **Broker Commission** is **Standard**. If **Net** is chosen, the commission will be 0%.





After selecting your limits, the **Facility Questions** must be answered on the rating page to continue. The facility questions match the questions on the TankSafe application.

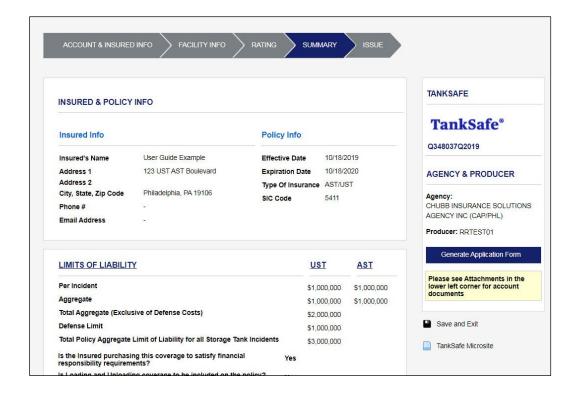
Were all of the Applicant's or any other party to the proposed insurance's storage tanks new at the time of installation?	Yes	No		
9. Were any storage tanks included on the insured schedule installed more than thirty (30) years ago? (Twenty-five (25) years for tanks located in the state of Connecticut?)	Yes	No		
10. Are any of the Applicant's or any other party to the proposed insurance's storage tanks located within one (1) mile of a body of water? (If "Yes", please complete the Marina Questionnaire form as an attachment to this application.)	Yes	No		-
11. Are any of the Applicant's or any other party to the proposed insurance's facilities located in the State of Florida?	Yes	No		
12. Are Single-Walled Storage Tanks (i.e. Bare Steel Tanks, Steel Tanks with Cathodic Protection, STIP % Tanks or Tanks operating under ACT 100), with or without any form of tank lining, located at the Applicant's or any other party to the proposed insurance's facilities in the	Yes	No	N/A	
State of Florida? (Only applicable if Question 11. is answered "Yes").				
13. Within the past five (5) years has the Applicant purchased this type of insurance coverage? (If "Yes", please provide information regarding any such coverage and all available loss information.)	Yes	No		H
14. Are there currently, or have there historically been, any hazardous, toxic, or regulated substances stored at any of the locations for which this application for insurance is being made other than these products:	Yes	No		
Gasoline, Diesel Fuel, Motor Oil, Fuel Oil, or Kerosene?				
15. Were any tanks ever removed or closed in placed at the location(s) where the scheduled tanks are currently located?	Yes	No		
15a. Will any scheduled storage tank(s) be removed, closed or upgraded at any of the facilities for which coverage is sought under this policy within the next eighteen (18) months?	Yes	No		
16. Does the Applicant and any other parties to the proposed insurance maintain a Spill Prevention and Counter Control Plan with regard to any	Yes	No	N/A	

After answering the questions, select Next to proceed.

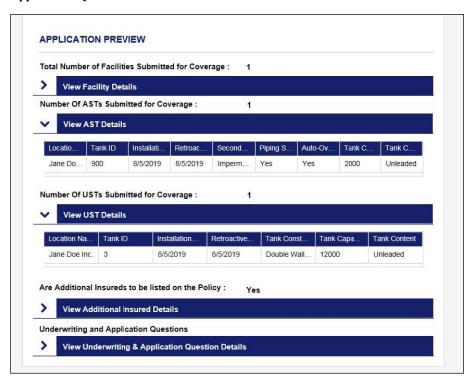


Summary

The **Summary** page presents the information from the previous pages for review.



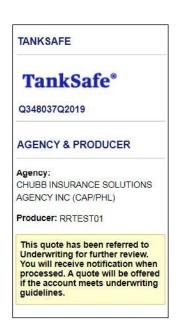
By clicking on the appropriate chevron arrows, you can review the **Facility, Tank, Additional Insured** and **Underwriting** and **Application Questions** details.





If the submission is not acceptable for coverage or requires further review, you will receive a message in the summary section under **Underwriter Referrals/Declination**. The submission will then refer to underwriting.

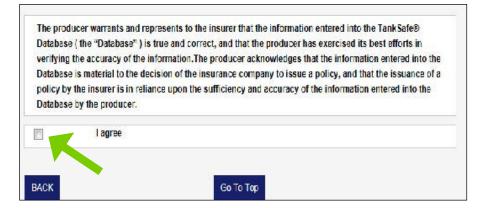




Additionally, a message will appear on the right side of the screen to indicate an underwriting referral.

Once the submission has been reviewed by underwriting, a system message will be sent to the assigned user and generate in the **Notifications** section of the dashboard – see pages 4, Notifications, of this document.

After confirming the information for the quote and reviewing the terms, check the box I agree.





You will receive three deductible **Quote Options** showing the premium of that deductible option under Total Premium. Some states have taxes, which will appear in the quote options under Taxes and will be part of the Total Premium.

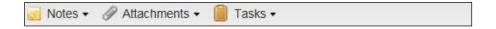
To Generate a Quote: Select the appropriate Quote Options by checking the associated boxes.

Please select up to 3 options to show on your quote.					
	eductible)	Base Premium TRIA		Taxes	Total Premium
1	\$5,000	\$489	\$0	NA	\$489.00
V	\$10,000	\$416	\$0	NA	\$416.00
J	\$25,000	\$350	\$0	NA	\$350.00

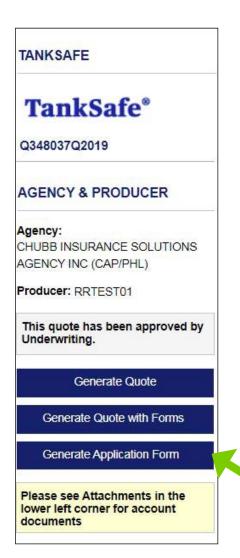
After selecting your **Quote Options**, two Generate Quote options will appear in a box, in the upper right corner.

- Generate Quote
- Generate Quote with Forms

The **Generate Quote** option is a quote letter and the **Generate Quote with Forms** option is a quote with specimen forms. After selecting one of the Quote Options, the generated quote will be available at the bottom left corner in Attachments. By selecting Attachments, the folder will open to allow you to select and view your generated quote.

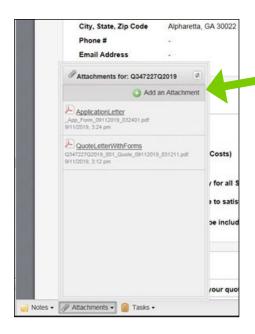






To Generate an Application Form:

Select the **Generate Application Form** button and it will be available in **Attachments**.

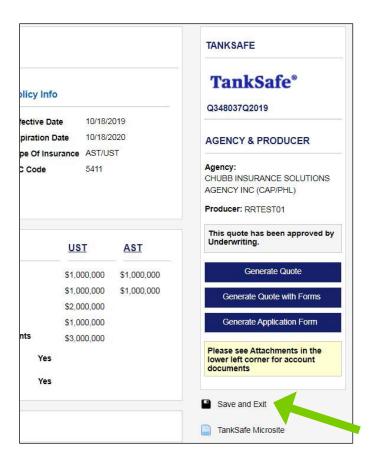


Within the **Attachments** folder, is the option to add underwriting information by selecting Add an Attachment and uploading the data.



If you Need to Leave the Quote Record:

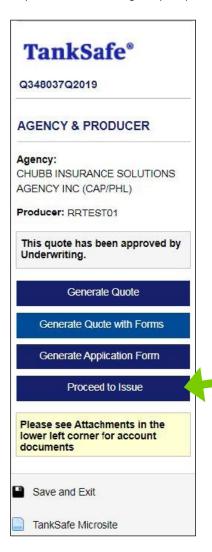
Make sure to select **Save and Exit** on the right-hand side of the screen to save data and not lock the record.





Issue

To proceed with binding and policy issuance, select the **Proceed to Issue** button on the summary page.

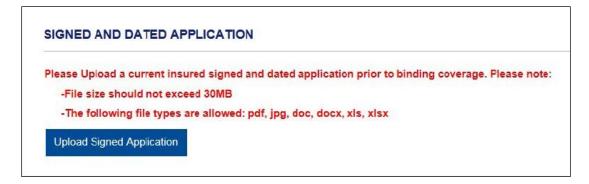


Choose a **Deductible** option to Bind.

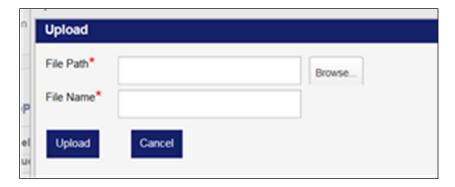
Please select Deductible option to Bind					
	Deductible	Base Premium	TRIA	Taxes	Total Premium
J	\$5,000	\$489	\$0	NA	\$489.00
	\$10,000	\$416	\$0	NA	\$416.00
	\$25,000	\$350	\$0	NA	\$350.00



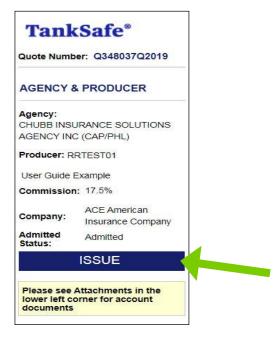
Upload a current insured signed and dated application by choosing **Upload Signed Application**.



Select Browse to choose the file path. Then input a **File Name** such as 'Application'.

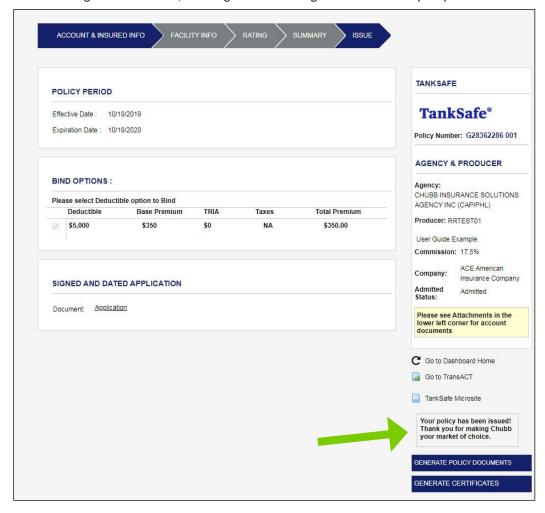


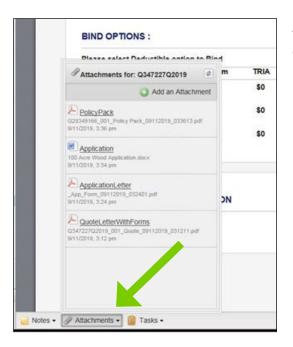
Once the application has been uploaded, you will be able to bind by selecting the **Issue** button.





After selecting the Issue button, a message in the lower right side will confirm policy issuance.





To access your generated documents, go to the lower left corner and click on **Attachments**.



Renewals

Renewals assigned to your broker code will generate seventy-five (90) days prior to the effective date. Renewal issuance is **NOT AUTOMATIC**. Every renewal must be submitted, reviewed, and bound.

All policy information will carry forward from the current term to the renewal. Please review the submission accordingly at each renewal as information may change at renewal.

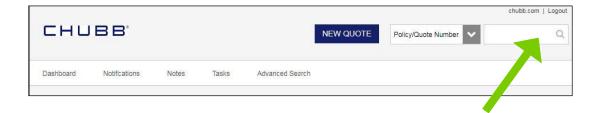
Any mid-terms change made to a current Fast Track policy will reflect on the renewal. Any mid-term changes made to an expiring Solutions policy must be updated manually on the renewal.

In addition to the seventy-five (90) days prior to the effective date, there is a four (4) day grace period following the expiration date to bind the renewal. On the 5th day, the renewal quote will expire. Expired renewals will not be reinstated. The only option to bind coverage on a renewal that has expired is to enter the account as a new submission.

Your system-generated renewal should appear automatically under Tasks or View All Task, by selecting View All Tasks:



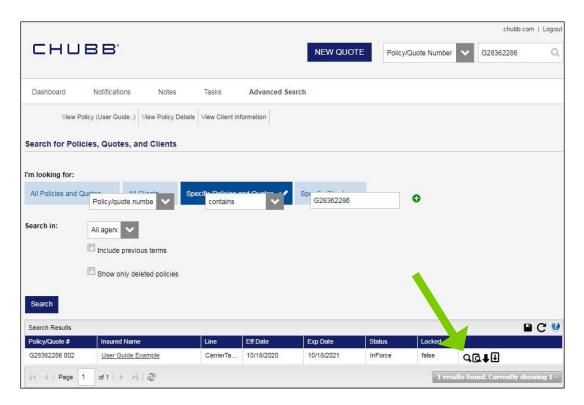
If your renewal submission is not available under **Tasks**, search for a renewal policy by entering the **Policy Number** or **Client Name** in the **Search** box located at the top right corner; click the Magnifying Glass icon or press **Enter**.



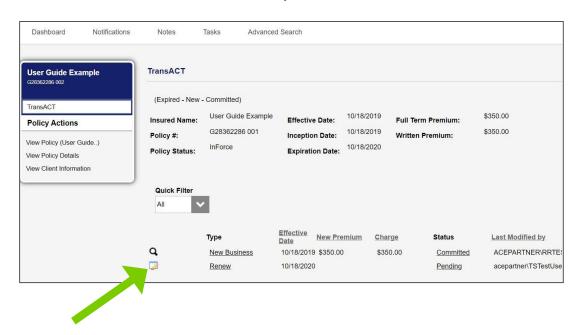


Your search will appear under Search Results.

Select Magnifying Glass to right of named insured.

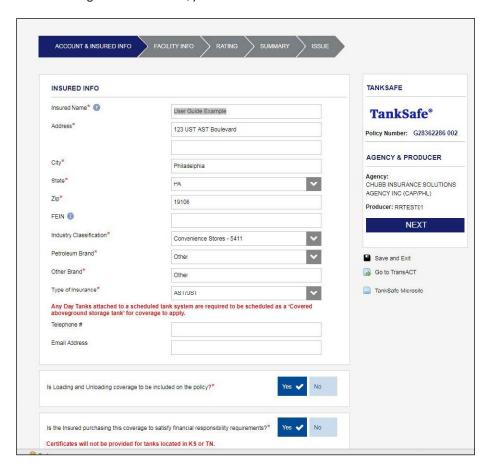


On the next **TransACT** screen, select the **Edit Policy** icon.



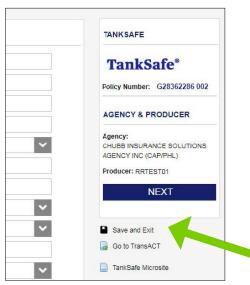


After selecting Carrier TankSafe, you will advance into the renewal record at the Account & Insured Info page.



The workflow for renewal will follow the same steps as a new submission, with all information pre-filled as expiring. Any changes at renewal should be updated within the submission prior to generation of a quote and/or policy issuance.

Review the information, make any necessary changes on each page and select **Next** to continue.



If you Need to Leave the Quote Record:

Make sure to select **Save and Exit** on the right-hand side of the screen to save data and not lock the record.