

# TankSafe®

## Frequently Asked Questions

During the course of accessing the TankSafe system, you may run across some questions or troubleshooting issues. This document provides information and solutions to help guide you through our portal. If you find that your questions are not addressed through this FAQ document, please refer to the TankSafe User Guide or email [tanksafepolicychange@chubb.com](mailto:tanksafepolicychange@chubb.com) for additional assistance.

## Administrative Questions

### Login/Access

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**Q:** *How do I receive user access to TankSafe?*

TankSafe is a broker facing system, accessible through the Chubb Agency Portal. To request access to this system, please contact your Agency Administrator to gain access to the Chubb Portal. If you do not know your Agency Administrator, please go the link below and fill out the form on the next page to route your information to the help desk - Someone from the help desk will contact you shortly to help identify your Agency's Administrator.

**<https://secure.chubb.com/atChubb3Angular/request-access-details>**

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**Q:** *What is an Agency Administrator?*

Agency/Brokerage Administrators will be authorized to add and delete individual user access to the Chubb Agent Portal platform (Chubb's secure Internet platform for agents/brokers) on behalf of the company.

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**Q:** *Will One User ID and Password suffice for an office?*

Chubb recommends that multiple employees at a specific broker office each obtain their own username and password to access TankSafe. Be advised that users should not share IDs and Passwords. In the event that the sole employee is not available to bind a previously quoted account, Chubb will not be able to bind coverage on your behalf. Therefore, it is important for each employee to secure their own user credentials.

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**Q:** *Who do I contact if my TankSafe account goes inactive?*

Current users who have not been active on the site within the past 90 days will become inactive. To reactivate your user name and reset your password, please contact your office's agency administrator or your TankSafe underwriter.

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**Q:** *TankSafe is available on Chubb's Agent Portal, do I need access to the Chubb Agent Portal?*

Yes, you will need access to the Chubb Agent Portal to access TankSafe.

Step-by-step instructions for TankSafe users accessing the platform through the Chubb Agent Portal, **[Click Here](#)**

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**Q:** *Are my login credential changing now that TankSafe is on the Chubb Agent Portal?*

Yes, Please use your Chubb Agent Portal user credentials to log-in. Upon log-in, you will automatically be linked to your existing TankSafe log-in.

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**Q:** *What are the benefits of the new TankSafe system?*

- Access via the Chubb Agent Portal
- Loss runs and Invoicing Functionality via Agent Portal

- Tank location mapping powered by Google Maps®
- Streamlined workflow and enhanced portal design
- Ability to quote up to three deductible options at one time
- Ability to upload storage tank information via spreadsheet to review all data in one centralized location
- Post-bind functionality that will allow mid-term changes to be incorporated automatically at renewal

## Policy/Program

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**Q:** *Do I need to send Chubb a copy of the signed application?*

Yes, a signed and dated application is required to be uploaded into the system prior to binding coverage.

Application forms are available on the **TankSafe Microsite**. For renewals, a pre-filled application based on expiring can be generated alongside the renewal quote.

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**Q:** *How do I renew my policy?*

An email is sent to the broker about 90 days prior to the renewal period as a reminder that a particular account will need to be renewed. Because TankSafe is an online system, it is the broker's responsibility to review and renew each of their accounts. Renewal submissions can be found in your system Dashboard under the "Tasks" section, or by bringing the account up with the search function located in the top right corner. Selecting the account will take you to the 'TransAct' screen, where you can access the renewal in order to submit, quote, and bind. All information for the renewal is prepopulated into the system.

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**Q:** *Will any post bind or mid-term changes appear on my renewal?*

Yes, mid-term changes will be incorporated into the account at renewal. Please review your submission prior to quoting to ensure that no information has changed.

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**Q:** *How does an Insured cancel a policy?*

You may cancel a policy in accordance with the terms and conditions of your Policy and by sending a signed LPR (Lost Policy Release) to **tanksafepolicychange@chubb.com**

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**Q:** *How do I bind accounts in Tanksafe?*

After you have logged into Chubb TankSafe, please select the appropriate account from your Dashboard. After selecting the appropriate account, you can proceed to the "Issue" tab section. Select the deductible option you would like to bind and upload the signed application into the system. Once completed, click the "Issue" button to bind coverage. The policy pack (Policy, Schedule, Certificate of Insurance) will automatically generate in the "Tool Bar", the folder located at the bottom left hand side of the system. Please note however that it is not necessary to send a bind order request to your underwriter.

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**Q:** *How do I make changes to a policy after it has been bound?*

The broker cannot make changes to a policy in TankSafe once it is bound. Please send any change requests to: **tanksafepolicychange@chubb.com**

Please include the insured name and policy number in your correspondence. Note that any policy changes made after a policy binds will automatically be included when the renewal submission generates in the system. Additionally, documents associated with mid-term changes will be available in the "attachments" folder located at the bottom left hand side of the system.

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**Q:** *How do I correct the name of an insured that is spelled incorrectly on the Policy in TankSafe?*

Please send an email to **tanksafepolicychange@chubb.com** and include the policy number and the insured name as it appears on the policy.

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**Q:** *Are accounts within TankSafe transferrable to a new owner/operator?*

No, all accounts are non-transferrable.

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**Q:** *If I need an endorsement added to for a current TankSafe account, can that be created in the system?*

Yes, endorsements are created within the system. However, you would still need to contact **tanksafepolicychange@chubb.com** with any change requests.

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**Q:** *If I am traveling on business or out of the office and do not have access to the TankSafe online system, can an Chubb underwriter quote and bind business on my behalf?*

No, Chubb underwriters cannot quote and bind business on the broker's behalf based on verbal or email requests from the broker or

accessing TankSafe. It is the broker's responsibility to quote and bind business, or coordinate during their absence with an employee in their brokerage office that has their own user name and password, to quote and bind coverage for an account.

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**Q:** *How do I access the print feature in Tanksafe?*

If at any point you need to print documents, you can do so by selecting the document from the policy's "Tool Bar", the folder at the bottom left of the screen. The document will open as a PDF and you can print.

## Billing Questions

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**Q:** *How should I process a Broker of Record (BOR) request?*

Please send all BOR requests to **tanksafepolicychange@chubb.com**. Please note that all BOR requests must be sent to Chubb 30 days prior to expiring for processing. Once a BOR is processed, you will receive our acknowledgement letter which allows 10 days for the incumbent to challenge. The renewal submission can be transferred to you 30 days prior to expiring. Please send a request at that time.

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**Q:** *Are TankSafe accounts agency or direct billed? Agency billed*

**Q:** *Whom do I contact regarding my TankSafe invoice or any finance related questions?*

Invoice or finance-related questions can be directed to **billinginquiries@chubb.com**. Monthly Agency Statements are also available within the Chubb Agent Portal. Please contact your Agency Administrator for additional information.

## Coverage Questions

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**Q:** *Will TankSafe cover storage tanks that are empty, closed, abandoned, portable or out of compliance?*

No, it is not part of Chubb's intent or our appetite to insure storage tanks that are empty, closed, abandoned, portable or out of compliance. Please discuss this further with your underwriter if you have additional questions.

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**Q:** *Does TankSafe cover oil and water separators?* No. For additional information please contact your underwriter.

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**Q:** *Will TankSafe consider coverage for residential storage tanks?*

No. The storage tank pollution liability policy only covers storage tanks located at commercial properties.

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**Q:** *What are TankSafe guidelines with respect to older underground storage tanks?*

The online TankSafe system prohibits coverage for any storage tank older than 30 years of age. In addition, any underground storage tank that is located in Connecticut and is 25 years of age or older is prohibited in TankSafe.

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**Q:** *Is loading and unloading a required coverage?*

If the policy is being written to support a client's financial responsibility obligations, loading and unloading coverage is required per the 40 CFR 280 regulation.

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**Q:** *Does Tanksafe coverage comply with financial responsibility requirements?*

Yes, First-Party Cleanup and Third-Party BI/PD (Bodily Injury and Property Damage) is covered which complies with USEPA requirements in 40CFR 280.

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To learn more, visit

**[www.chubb.com/microsites/chubb-tanksafe](http://www.chubb.com/microsites/chubb-tanksafe)**

This document is a product summary only. For current terms and conditions of coverage, please refer to the policy.

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