



Claims Service Quality Marque

About the 2025 award

CHUBB®



Congratulations Chubb, on achieving the London Market 2025 Gracechurch Claims Service Quality Marque (SQM), awarded to those claims teams that provided outstanding service in 2024 based on broker feedback.

Chubb ends the year in a strong and stable position, ranked third in the Market for reputational strength and familiarity, following closely behind industry leaders.

Brokers consistently praise Chubb for its knowledge, expert team, and individual excellence, with mentions for these attributes reaching their highest level since pre-COVID. Detailed service ratings have also reached a high point since 2020, driven by Chubb's Expertise and Communication.

Ben Bolton, Managing Director, Gracechurch



Service Quality Marque

The SQM has been awarded annually since 2017 to insurer claims teams who have been rated in the Gracechurch Claims Service Monitors as having consistently outstanding service quality.

In 2024, 30+ London Market insurers were measured, based on over 4,100 individual ratings provided by claims brokers.

Why Chubb qualified for the 2025 SQM

How your service ratings compared



Sustained service
quality throughout
2024

80%

80% of service ratings
highly rated

38%

38% of service ratings in
the 'excellent' range

Customer focus

Chubb's Claims team combines excellence in approachability, knowledge and responsiveness.

Ratings strength

Chubb outperforms the Market average on all service metrics and is especially strong on:

- Commerciality
- Communication
- Expertise



Broker comments about Chubb

“Prompt service and experienced claim handlers.”

“Knowledge, availability and promptness.”

“I have found that claims we handle through Chubb 9/10 will be processed quickly and with minimal fuss/need for back and forth.”





Ben Bolton says:

“Chubb is the only insurer to be awarded the claims Service Quality Marque for its performance in both London and the UK Regional Markets. Chubb delivers consistently high-quality service across the whole of its commercial insurance business, from SME's to largest and most complex P&C risks.”



Get in touch

Make your success count



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