



# 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 position, achieving its highest NPS since pre-COVID and maintaining its status as a top 5 brand across all business lines.

Chubb is among the leading claims service providers in the UK market, driven by its culture, where speed and quality communications are backed up by skilled technicians and quality processes. Brokers consistently praise individuals within the team, reflecting Chubb's commitment to outstanding service and strong relationships.

**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



Service and NPS ratings are in the top quartile for 2024

**80%**

80% of service ratings highly rated

**46%**

46% of service ratings in the 'excellent' range

## Customer focus

Chubb's Claims team combines excellence in knowledge, responsiveness and the prompt settlement of claims.

## Ratings strength

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

- Expertise
- Commerciality
- Communication





## **Broker comments about Chubb**

“Very proactive and helpful. One of very few claims handlers to have warranted writing to his superiors to congratulate them on sterling work.”

“Empathy and understanding with a strong technical foundation.”





**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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