



# Chubb Environmental Incident Alert

## Incident Response Process

This guide details how to access Chubb's incident response team, how to report a claim, and what to expect next.

### ► Key Features

- 24/7 incident reporting via your mobile device, computer, or phone
- Access to emergency costs in the first hours following an incident
- Customized email alerts and updates
- Streamlined access to an incident response team that will help you handle environmental incident from the initial intake through post-review claims handling
- Enhanced local-language capabilities — 16 languages
- A single point of entry to response management and Chubb's claims department

## What to Expect – The Process

### ► Before an incident occurs...

Chubb's Environmental Risks policyholders can download the **Chubb Environmental Incident Alert** app or visit [www.chubbeia.net](http://www.chubbeia.net) to enroll. Enrollment allows for one-click reporting when an incident occurs.



### ► When an Environmental incident happens...



#### Mobile Application Reporting

- After clicking "Report an Incident", you will receive a call requesting basic contact information and incident details.



#### Online Reporting

- Log into [www.chubbeia.net](http://www.chubbeia.net) to provide incident details.

#### Calling to Report

United States and Canada:

**1-888-310-9553**



- You will be asked for basic contact information and incident details.

#### Notification to Chubb

Incident details are sent to Chubb's Environmental claims team to fulfill your policy's notification requirements.

#### Recovery

Once the incident is contained, the Incident Manager will support you in the recovery of your business activities, with the experts that you have appointed.

#### Incident Response Manager

Incident details will be sent to a local Chubb's Environmental claims team. You will be contacted by an Incident

response Manager who will assist you in coordinating expert assistance as needed; either via Chubb's pre-approved panel or your existing vendors upon your instructions. This may include crisis management, environmental consultants, environmental contractors, legal counsel, and other necessary assistance.

#### Follow-Up

Chubb's specialist panel will discuss the provision of additional services with your analysis of the incident to include future remediation, a review for lessons learned and risk mitigation advice.

## Download the Mobile Application

Find the "Chubb Environmental Incident Alert" app on the Apple Store for iOS devices and the Android Store for Android devices