

Chubb's Retail and Consumer Services Industry Practice



Retailers are a critical part of our consumer economy, with over a million outlets and a combined annual revenue of almost \$7 trillion in the United States. Retailers employ millions of people not only at the customer retail level, but at distribution facilities and the transportation of goods between those two points. Competition continuously grows, cybersecurity threats loom, and supply chain issues quickly emerge.

Chubb understands that risk management is critical to maintaining your profits and staying competitive, both in the marketplace and with your workforce. Chubb has deep knowledge and expertise in the retail business space and stands ready to assist you with proven risk management solutions and experience.

Key Highlights

- Over 50 years of experience providing solutions to address the exposures facing retail trade companies
- Product offerings with features and benefits not typically found in other industry policies
- Integrated solutions for accounts of all size and scope across property, casualty, financial lines, foreign, accident & health, and professional liability
- Capabilities to place local insurance solutions globally to meet local marketplace and regulatory requirements
- State-of-the-art risk management services and tools designed to help incorporate loss prevention into operation strategies
- Broad program structures available including guaranteed cost and loss sensitive casualty structures

Target Classes

- Apparel and Accessory Stores
- Food Stores
- Retail Bakeries
- Book Stores
- Parking Services (Property)
- Linen Supply
- Barber Shops
- Tax Preparation Services
- Electrical Repair Services
- Computer and Software Stores
- Luggage Stores
- Shoe Stores
- Furniture and Home Furnishing Stores

World Class Services Offerings

- 2,100 claims professionals with specialized industry experience servicing clients in North America
- 500+ global in-house risk engineers with deep industry and technical knowledge to help retail companies identify, mitigate and control risk
- Cutting-edge risk engineering and loss prevention services, including IoT devices for water leak detection (StreamLabs), business continuity planning, ergonomic evaluations, slip-and-fall prevention, natural hazard preparedness, fleet safety programs, management of vacancy properties, and infrared thermographers
- Evaluation of your distribution operations, to include the impact of process flow on employee safety, and air quality evaluations in dock areas and other areas that utilize internal combustion engine equipment.
- Fire Protection System Impairment and Hot Work Permit programs
- Insight into products liability exposures, from consumer products to food items

CHUBB SOLUTIONS

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| <ul style="list-style-type: none"> • Package • Primary Casualty • Umbrella • Workers Comp | <ul style="list-style-type: none"> • Multinational • Employment Liability Practices • E&O • Cyber | <ul style="list-style-type: none"> • Management Liability • D&O • Group Personal Excess • Business Travel Accident |
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What We Have Written Lately

Risk Description	Insurance Written	Premium Amount	The Chubb Difference
Shoe Retailer with 300+ locations	<ul style="list-style-type: none"> • General Liability • Cargo • Workers Compensation • Umbrella • Auto • Employed Lawyers Professional Liability 	\$2,400,000	<ul style="list-style-type: none"> • Risk Engineering & underwriting expertise around Riot and Civil Commotion Exposures • Broad product offerings. • Claims services
Western Wear Apparel & Accessory Stores	<ul style="list-style-type: none"> • Package • Boiler • Workers Compensation • Umbrella 	\$1,500,000	<ul style="list-style-type: none"> • Property capacity • Risk Engineering Services • Medical bill cost containment approach
Industrial Laundry Services	<ul style="list-style-type: none"> • Benchmarq Package • Auto • Umbrella 	\$250,000	<ul style="list-style-type: none"> • Scalable coverage provided by Benchmarq product • Risk Engineering
Parking Lots	<ul style="list-style-type: none"> • Package • Auto • Workers Compensation 	\$1,100,000	<ul style="list-style-type: none"> • Property coverages • Risk Engineering • Loss Sensitive capabilities

What We Have Paid Lately

- Slip and fall suffered during a burglary of premises. The claimant alleges they fell down a flight of stairs that was poorly lit. The claimant was on premises responding to the burglary. With delicate expert handling, claims levied against the business owner. Total claim was \$500,000.
- Retailer of athletic clothing located on second floor of a mall was sued by another tenant alleging that flooding was coming from their store causing damage to store below. The water ran from a toilet with a faulty overflow. The insured was found to be liable for the third-party damage. Total claim was \$300,000.
- A high-end clothing boutique suffered extensive smoke damage to stock due to a fire in a neighboring building. The customer was very concerned about protecting its brand and the implications of salvaging any stock. Claims worked closely with the client to ensure the stock was managed appropriately and quickly get the store open. Total claim was \$1.2 million.

Web Links

- [Insurance for Retail and Consumer Services](#)
- [Agent & Broker Resource Center](#)
- [Claims Service – What Makes Us Unique](#)

WHY CHUBB?

- Underwriting Expertise
- Tailored Solutions
- Risk Engineering Services
- Superior Claims Service
- Global Reach
- Financial Strength

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. Insurance provided by ACE American Insurance Company and its U.S.-based Chubb underwriting company affiliates. All products may not be available in all states. This communication contains product summaries only. Coverage is subject to the language of the policies as actually issued. Surplus lines insurance sold only through licensed surplus lines producers. Risks subject to full underwriting review and acceptance; premiums may vary. Reasons listed for why an insured chose Chubb based on perceptions of Chubb employees from communications with producers.

The claim scenarios described here are intended to show the types of situations that may result in claims. These scenarios should not be compared to any other claim. Whether or to what extent a particular loss is covered depends on the facts and circumstances of the loss, the terms and conditions of the policy as issued and applicable law. Facts may have been changed to protect privacy of the parties involved. Chubb, 202 Hall's Mill Road, Whitehouse Station, NJ 08889-1600.