

Life Sciences: What has claims seen lately?

In the high-risk, high-reward world of life sciences, we know that innovation can change lives. Chubb's Life Sciences Claims Team combines broad claims experience with a true understanding of current industry challenges. We approach each claim with technical excellence, efficiency and service you can trust — so clients can move forward with confidence knowing their business, employees and everyone who relies on their products are protected.

Below are examples of life sciences claims that show how Chubb's expertise and expansive resources help clients resolve challenging situations.

PRODUCT LIABILITY

Device Malfunction

Operations	Medical Device Manufacturer
Estimated Loss	\$1.45M indemnity + \$134K expense
Loss description	During surgery, a patient suffered a catastrophic brain injury after a machine that recorded vitals allegedly malfunctioned. The claim focused on product malfunction and alleged monitoring negligence. Our claims team immediately brought in medical experts and used technical insights to lead structured settlement negotiations, achieving a highly favorable resolution.

Improper Diagnosis

Operations	Genetic Testing
Estimated Loss	\$0 indemnity + \$647K defense
Loss description	A plaintiff elected to undergo a double mastectomy based only on our insured's genetic test result, which indicated a variant of uncertain significance. We took the case to trial to defend our insured's position. Our Claims team engaged respected industry and standard-of-care experts, credible and compelling employee testimony, and experienced local trial counsel to clearly explain the science and clinical decision-making to the jury. The jury unanimously found the plaintiff's sole reliance on the test unreasonable, and the verdict was upheld on appeal.

Improper Installation

Operations	Dental Equipment Manufacturer
Estimated Loss	\$0 indemnity + \$0 defense
Loss description	An insured's dental compressor overheated in a poorly ventilated area of a dental office, setting off the building's sprinklers and causing water damage. When the property insurer pursued subrogation, Chubb mobilized the insured's in-house engineers. The team demonstrated improper installation and inadequate upkeep by the dental office, and the claim was dropped without payment.

Failure to Warn

Operations	Medical Device Manufacturer
Estimated Loss	\$8M indemnity + \$1.5M defense
Loss description	Multiple plaintiffs alleged hearing loss from an insured's medical device. Our Claims team engaged the insured to understand the device's design and safety features, and revise product warnings. We pursued early mediation, reaching reasonable settlements, minimizing litigation exposure and safeguarding the insured's reputation.

Wrongful Death

Operations	Cardiac Response Devices
Estimated Loss	\$0 indemnity + \$3.25M defense
Loss description	A plaintiff blamed our insured's wearable device in a wrongful death case. We worked with the insured to understand how the device operated, coordinated employee testimony and strong technical experts, and leveraged experienced trial counsel to clearly explain the device's design, function and reliability to the jury. Through fact-based testimony and expert analysis, the jury unanimously concluded the patient had underlying health issues that led to the cause of death – not the device.

PROPERTY

Change in Controlled Environment

Operations	Biologics Company
Estimated Loss	\$5M
Loss description	An electrical anomaly caused a freezer to malfunction: the compressor stopped cooling, but the external display continued to show a normal temperature. Although the temperature probe inside the freezer registered the change, the alarm failed to activate, allowing the issue to go unnoticed and jeopardizing the contents stored inside. Our claims team quickly identified the cause of the freezer malfunction and assessed inventory losses. By verifying damages with system data and collaborating closely with the insured, we delivered an accurate, efficient resolution that minimized disruption.

Theft

Operations	Medical Device Manufacturer
Estimated Loss	\$800K
Loss description	After business hours, thieves broke into a client's facility and stole valuable manufacturing equipment from a storage safe. The building's alarm did not trigger during the break-in and blurry security camera footage further complicated the investigation. We quickly collaborated with the insured and law enforcement to document the theft, assess the loss and verify the value of the stolen items. Our team then facilitated interim payments and provided guidance on enhancing future security measures. This proactive approach helped the insured recover promptly and reinforced our commitment to resolving complex claims efficiently.

Change in Controlled Environment

Operations	Biologics Company
Estimated Loss	\$1.3M
Loss description	A power plug supplying electricity to three freezers – including one storing Research & Development materials – disconnected. Two separate temperature alarms did not trigger, leaving the problem undetected and valuable materials at risk. We investigated the issue with our insured, verified the impact on the freezers and sensitive materials, and analyzed the business property loss. This thorough and timely response enabled a speedy resolution, minimizing downtime and supporting a faster return to critical research operations.

Water Damage

Operations	Dietary Supplements Manufacturer
Estimated Loss	\$1.5M
Loss description	Over the weekend, a faulty pressure release valve caused water to pour out of our insured's HVAC system. Firefighters rushed to the scene, but more than one-third of the building was already damaged. Our insured suffered significant property damage, forcing a more than two-week pause in operations and loss of business income. Our team promptly documented all property and business income losses, engaged restoration vendors to expedite water mitigation and repairs, and processed interim payments to support time sensitive necessities. This proactive, hands-on approach minimized operational downtime and helped the insured resume business as quickly as possible.

As a global leader, Chubb offers the financial strength and capacity to pay claims, no matter how complex or varied the risk. When you choose Chubb, you gain a partner committed to standing by you – delivering on our promise when it matters most.

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