

A World of Claims Expertise

Chubb's multinational claims expertise is backed by decades of experience. We manage almost 100,000 claims for our multinational clients each year - helping clients solve problems, mitigate risks, and get back to business. We know that every claim comes with its own challenges, and we strive to resolve them quickly and efficiently, and with the right result. Here are just a few examples of how our claims team has partnered with clients all over the world.

Understanding and adapting to local customs and expectations is essential to successfully resolving claims around the globe.



Business Trip Evacuation Security Evacuation Claim, Israel

Our business travel insurance client was traveling with her spouse in Israel when the country was attacked on October 7, 2024. We urgently connected with our security assistance partner to determine our insured's location and safety. They took over the case and arranged for the couple to be immediately evacuated, chartering a flight to Dubai and organizing their safe travel back home to Madrid.



Liability Protection Casualty Claim, Brazil

Chubb insures a water slide manufacturer with an international footprint. At a waterpark in Brazil, several people were riding an inflatable vehicle that flipped on the track manufactured by our insured, resulting in the death of one of the riders. All riders, and the family of the deceased, filed suit against the waterpark. The waterpark then sued our insured in Canada - where both the Brazilian waterpark and our insured had contracted to do business - for potential liability, loss of profits, and the removal of the ride at several parks. Chubb hired experts, conducted a thorough analysis of liability and damages, and settled all claims under the insured's general liability policy.



Safety Charges Casualty Claim, Philippines

A fire at a Philippines business, operated by our insured's local affiliate, resulted in multiple deaths. The building was alleged to be noncompliant with safety requirements, including the floors occupied by our insureds. Lawsuits were filed in several jurisdictions in the U.S., where our insured is based. Chubb provided swift legal defense and successfully argued a lack of personal jurisdiction in all venues.



Hit and Run Accident Auto Claim, Mexico

In Mexico, our insured was driving a leased automobile for business when a vehicle crashed into him. The impact of the crash pushed our insured off the road, injuring a pedestrian. The vehicle that caused the accident fled the scene. Although he was not at fault, police arrested our insured driver and held him on criminal charges related to the accident. Chubb retained local counsel to expertly navigate Mexico's civil and criminal legal system, paid damages under the applicable auto policy absent of any liability, and secured the insured's release.



Gas Pump Damage Auto Claim, Italy

At a gas station in Italy, our commercial auto insured's employee accidentally damaged a gas pump after driving away and forgetting to remove the nozzle from the car. Local police incarcerated him until the damages could be assessed and paid. Chubb quickly hired local counsel to navigate the legal complexities and at the preference of our insured, arranged for roundtrip airfare and accommodations for another insured colleague to travel to Italy with the claim payment to release their coworker.

Want to learn more about how Chubb manages multinational claims?

Visit www.chubb.com/multinational.