

Chubb Major Accounts

Helping you  
focus on you.

CHUBB®

# Helping you focus on you. What exactly does it mean?

We put clients at the heart of our decisions.

By putting your interests front and centre, we enable you to get on with what you do best: growing your business.

We help you focus on your company by understanding the wide range of risks facing large, sophisticated businesses. With this in mind, we put the full power of our global organisation at your disposal.

As a Chubb client, you get more than just an insurance policy. We provide long-term partnership with industry leaders who know your sector almost as well as you do, meaning we can create bespoke and effective solutions for your business.

We put our clients at the heart of our decisions, ensuring transparency and open dialogue throughout the entire process.

Our sole purpose is to leave you free to concentrate on managing and growing your organisation.



# How are we different? Our people.

There is a reason  
90% of Fortune  
1000 companies  
are Chubb insured.

As you might expect, we have a genuine passion for underwriting. Combine that with personal service, dedicated client relationship, claims management and risk engineering services, and you have teams fully invested in your business.

Teams that focus our worldwide underwriting, service and claims expertise exclusively on large organisations with complex risks; that forge proactive partnerships with you and your brokers, and go out of their way to understand your insurance needs.

We provide a single-point of contact, through our Global Client Executives, from which to access all of Chubb. Our Global Client Executives are experienced leaders. They ensure high quality service and provide senior-level accountability across all product lines and services. In that spirit, you will deal with the decision makers on your account in addition to having access to our executive management team.

33,000 employees, 5000  
Claims Executives, 32 Global  
Client Executives, 350  
Global Services Specialists  
and 550 Risk Engineers



# Everyone is different.

No two multinational  
global organisations  
are the same.

Nor are our solutions.

We are an underwriting-led company. We assess, assume and manage risk with insight and discipline. Our passion for the craft enables us to create bespoke solutions, based on what you need not what products we have.

We have dedicated Major Accounts underwriting teams with decades of experience in building both indigenous and complex multinational solutions.

You can count on Chubb to be consistent in our approach. We form a partnership with you, collaborating and innovating together to create flexible solutions. Helping you deal with the ever-changing risk landscape facing your company today and tomorrow.



# Global reach. Local expertise.

6 continents.  
200 countries.  
630 offices.  
33,000 employees.  
18 different core  
and specialty  
products.

We provide a global reach which we pair with local expertise because this is what benefits our clients most.

Our multinational programmes are backed by the financial strength and resources of Chubb and connected to market-leading technology, keeping you ahead of changing market dynamics.

We build you a team of underwriters, global specialists and service teams to deal with all aspects of your multinational insurance needs.

Our dedicated multinational underwriters customise programmes to align with your exposures and strategies, as well as the legal and regulatory environment.

This way, we can offer peace of mind in every location and at every level of your organisation.

We understand delivering a successful global insurance programme means ensuring all subsidiaries receive a consistent level of service, no matter where they are based.

If you can't be everywhere to manage your risk, you can count on Chubb to keep your programme running seamlessly, from policy issuance to claim resolution.

In our book, this is what true global service means.

**Multinational programme service standards for:**  
invoicing, policy issuance, claims services and speed of money movement.

We issue 62,000 local policies annually – that's 170 per day – and manage 50,000 claims each year for multinational clients.

# Claims servicing. Bespoke solutions that give confidence.

We recognise that our claims service defines us. Everything we do is underpinned by one aim: helping you focus on you.

Our claims service demonstrates empathy and expertise on time, each time.

Our experts take personal responsibility for your claim. We never forget that this experience is unique to you and we will be here for you.

Global to local, complex or simple, large or small, our claims experts are empowered to look for creative solutions. We will keep you informed every step of the way and we will discuss our decisions with you in a transparent way.

There are no surprises with Chubb's claims service, just consistent excellence.



# The technology behind our people.

The passion and dedication of our people is matched only by our technology solutions.

Imagine having meaningful, comprehensive and transparent information at your fingertips in real time.

We have it - it's called Worldview®. An award-winning, industry leading technology that lets you view programme and claims updates; track premium payments; get copies of local policies and certificates in English and local language, and even access the proprietary research tools our underwriters, account managers, claims and legal staff use every day.

Worldview is available across a network spanning more than 200 countries. And that's not all.

We are continuously developing new technical solutions based on your needs.

- Chubb Travel Smart supporting employees when travelling.
- Incident response alert applications for Cyber and Environmental.
- Terrorism Risk Evaluation Services helping you better understand your Terrorism risk.

The list is ever-growing. No matter how complex the requirement, technology is having a profound effect on our ability to provide innovative solutions.



# Risk is changing. Which is also a risk.

The challenges facing large companies are becoming ever more complex.

How do we mitigate against this?

We take a holistic approach to risk. Our global network of Risk Engineers will work in partnership with you to gain a deep understanding of the hazards and exposures facing you across your entire business not just a specific site.

They will create practical, bespoke risk management solutions in all the areas you would expect but also across specialisms that might just surprise you: cyber; environmental; clean technology; life science, and terrorism to name a few.

And we're innovating all the time. From AI to our dedicated Risk Engineering Global Learning Facility, we are constantly investing in new technology and methodologies.

Helping you identify and remove causes of loss and protect your bottom line.





# The importance of dialogue. Want to talk about it?

Maintaining our position as market leaders requires us to be flexible and to learn real insights directly from our clients and brokers.

Our dedication to innovation means listening and learning from you. Through our client advisory boards, we share ideas and provide thought leadership. We listen to your honest feedback and use it to develop new products and services that match your evolving needs.

And in return, we share our learnings and expertise through exclusive reports, Chubb Live events, roundtables and many other initiatives.

This way, we can all stay ahead of the curve.



# Contact us

**Asia Pacific**

Douglas White  
Head of Major Accounts Division  
T: +852 3191 6886  
E: doug.white@chubb.com

**Australia & New Zealand**

Demetra Day  
Head of Major Accounts Division  
& Global Client Executive  
T: +61 2 9335 3204  
E: demetra.day@chubb.com

**Australia**

Gavin White  
Global Client Executive  
T: +61 2 9335 3376  
E: gavin.white@chubb.com

**Australia**

Christian Falkingham  
Global Client Executive  
T: +61 3 9242 5150  
E: christian.falkingham@chubb.com

**New Zealand**

Mark Downes  
Head of Major Accounts Division  
& Global Client Executive  
T: +64 9 374 1716  
E: mark.downes@chubb.com

**China**

Dennis Ni  
Head of Major Accounts Division  
T: +86 21 2325 6711  
E: dennis.ni@chubb.com

**Hong Kong SAR**

Patrick Wong  
Head of Major Accounts Division &  
Global Client Executive  
T: +852 3191 6329  
E: patrick.wong@chubb.com

**Korea**

DW Kim  
Head of Major Accounts Division  
T: +82 2 6711 5759  
E: dongwook.kim@chubb.com

**Malaysia**

Jarron Khoo  
Head of Major Accounts Division  
T: +60 3 2058 3499  
E: jarron.khoo@chubb.com

**Singapore**

Bee Lin Yim  
Head of Major Accounts Division &  
Global Client Executive, South Asia  
T: +65 6398 8629  
E: beelin.yim@chubb.com

**Taiwan**

Adam Hsu  
Head of Major Accounts Division  
& Global Client Executive  
T: +886 2 8758 1890  
E: adam.hsu@chubb.com

**Thailand**

Jakkapat Angkatavanich  
Head of Major Accounts Division  
T: +66 2611 4163  
E: jakkapat.angkatavanich@chubb.com

CHUBB®

Chubb. Insured.<sup>SM</sup>



© 2021 Chubb. The contents of this document are for informative purposes only. Please review the full terms, conditions and exclusions of our policies to consider whether they are right for you. Coverage may be underwritten by one or more Chubb companies or our network partners. Not all coverages and services are available in all countries and territories. Chubb® and its respective logos, and Chubb. Insured.<sup>SM</sup> are protected trademarks of Chubb. Published 06/2021.