

## Chubb Introduces Luxury Services for Affluent Customers Signature Suite Provides a Personal Risk Management Approach for the Affluent

Related Website: Chubb Publish Date: 10/31/2005

The Full Story:

WARREN, N.J., Oct. 27 - The Chubb Group of Insurance Companies has launched an array of complimentary luxury risk mitigation services for its high-net-worth and family office customers. Designed to help protect and enhance the affluent lifestyle, these services include access to personal security consultants, travel safety experts, household employee advisers and collections management tools.

Signature Suite offers the following:

Personal and family security services. Diagnostic consultations will help customers determine their susceptibility to risks such as identity theft, kidnapping, home invasion and loss of life or property. A risk analysis will follow each consultation.

Travel safety and emergency medical services. Customers will have access to continuously updated Web-based reports on terrorist threats, political instability, airline safety and other travel risks. They may also speak to travel security consultations over the telephone. (In addition, customers can obtain discounts on MedLink(TM) remote emergency medical monitoring services and emergency medical supplies for yachts.)

Personal staff risk management services. Customers will be able to retrieve best practices and other information on managing household employees from a proprietary Web site. They may also speak to experienced employment lawyers, as well as request background investigations on cooks, nannies, drivers, yacht captains and other employees.

Collections management tools. Software used by leading art auction houses will help customers maintain a descriptive and photographic record of their valuable possessions and keep track of purchase prices, appraisals, provenance and more.

Signature Suite will "provide our top customers with a luxury service experience," said Andrew A. McElwee, Jr., chief operating officer, Chubb Personal Insurance. "This comprehensive risk management program is tailored to help protect and enhance the lifestyles of affluent individuals and families."

According to Luis Granados, worldwide Signature manager, many affluent individuals possess extensive fine arts collections, travel to exotic destinations and maintain personal staffs. "These activities create new personal risks and liabilities that require specialized expertise outside traditional insurance products and services," he said. "Signature Suite takes a holistic approach in helping to protect the lifestyles of high-net-worth individuals and families in an era of complex and proliferating risks."

Chubb draws some of its expertise in the affluent market from 60,000 visits to customers' homes each year. Through these appraisal visits, Chubb has developed an in-depth understanding of its customers lifestyles and how to advise them on the risks they face and appropriate loss prevention measures and levels of insurance protection.

"We believe that risk management is just as important as sound investment, tax and legal advice. We also understand that our customers expect and deserve a unique and luxurious experience," said McElwee.

Chubb is noted for its Masterpiece(R) insurance products and services for custom, historic and other high-valued homes, luxury automobiles, yachts, fine arts, antiques, other valuable possessions, and excess personal liability. During the last few years, Chubb has rounded out its lifestyle-related product offerings by creating several unique insurance policies and services. Most recently, Chubb introduced Signature Passport(SM), a travel accident policy that helps Signature customers obtain emergency medical transportation and excess medical coverage. Masterpiece(R) Family Protection(SM) responds to the costs associated with home invasions, child abductions, stalking threats and car jackings. Masterpiece(R) Employment Practices Liability provides coverage in the event of a domestic worker alleging discrimination, sexual harassment or wrongful termination.

In addition to residential appraisal and claims services, Chubb service offerings include a water damage prevention hot line and a national referral network to a variety of loss mitigation vendors. Additional information on Chubb's personal insurance and service offerings can be found at <http://www.chubb.com/personal>

Member insurers of the Chubb Group of Insurance Companies form a multi-billion dollar organization providing property and casualty insurance for personal and commercial customers through 8,000 independent agents and brokers worldwide. Chubb's global network includes branches and affiliates throughout North America, Europe, Latin America, Asia and Australia.

Website: <http://www.chubb.com/personal>

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