

CHUBB

# Business Travel Program Claims Kit

Designed for: BMC Software



## Travel, Medical, & Emergency Assistance

Chubb partners with AXA Assistance (AXA), a leading global travel and medical assistance provider. For travel assistance service needs, including an emergency or a need for evacuation or repatriation of remains, please contact AXA. AXA will coordinate the submission of claims directly to Chubb for payment.

**Inside the U.S.**  
+1-855-327-1414

**Worldwide**  
+1-630-694-9764

## Claims Process & Contact Information

For all other applicable claims, locate your country of residence below and follow the appropriate claims filing instructions. When contacting the Claims team, please be prepared to provide a description of the loss. The team will guide you through the claims handling process and outline what's needed to process the claim.

<p><b>United States and all other countries not listed below</b></p>	<p><b>ACE American Insurance Company (Chubb)</b></p> <p><b><u>US Master Policy Number:</u></b> ADD N14286330</p> <p><b><u>Online Claims Portal:</u></b> <a href="https://www.chubbclaims.com/ace/us-en/welcome.aspx">https://www.chubbclaims.com/ace/us-en/welcome.aspx</a></p> <p><b><u>Email:</u></b> <a href="mailto:chubbaandhclaims@chubb.com">chubbaandhclaims@chubb.com</a></p> <p><b><u>Phone:</u></b> <b>Inside the US:</b> 1-800-336-0627 <b>Hours:</b> Monday - Friday, 8:00 a.m. - 4:30 p.m. EST. <i>Leave a message after hours for a callback.</i></p> <p><b>Outside US:</b> Phone: 302-476-6194</p>
<p><b>Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Netherlands, Norway, Poland, Portugal, Spain, Sweden, United Kingdom</b></p>	<p><b>Chubb European Group SE</b></p> <p><b><u>Online Claims Portal:</u></b> <a href="https://www.chubbclaims.com/ace/uk-en/welcome.aspx">https://www.chubbclaims.com/ace/uk-en/welcome.aspx</a></p> <p><b><u>Email:</u></b> <a href="mailto:UK.Claims@chubb.com">UK.Claims@chubb.com</a></p> <p><b><u>Phone:</u></b> +44 (0) 345 841 0059</p>

Australia	<p><b>Chubb Insurance Australia Limited</b></p> <p><b>Email:</b>  <a href="mailto:A&amp;HClaims.AU@Chubb.com">A&amp;HClaims.AU@Chubb.com</a></p> <p><b>Phone &amp; Fax:</b>  Phone: +1300 722 032  Fax: +61 2 9231 3697</p>
Mexico	<p><b>Chubb Seguros Mexico S.A.</b></p> <p><b>Email:</b>  <a href="mailto:Chubb-siniestros.mx@chubb.com">Chubb-siniestros.mx@chubb.com</a></p> <p><b>Phone:</b>  800 087 45 98</p>
Switzerland	<p><b>Chubb Insurance (Switzerland) Limited</b></p> <p><b>Online Claims Portal</b>  <a href="http://www.chubbclaims.ch">www.chubbclaims.ch</a></p> <p><b>Email:</b>  <a href="mailto:claims.service@chubb.com">claims.service@chubb.com</a></p> <p><b>Phone:</b>  +49 (69) 75613 6722</p>

Depending on the claim type and situation, the Claims team may ask for various items, which could include:

- Completed claim form (appropriate claim form will be provided by the Claims team)
- An itemized bill for the treating physician, which must include the patient's name, provider's name and address, date of service, services rendered, and diagnosis
- **For prescriptions:** Receipt showing your name, the name and cost of the medication, and the date the medication was purchased
- Medical records and a police report; in the event of a death claim, include an official death certificate and any autopsy report
- Travel itinerary
- Proof of purchase (receipts, credit card statements, etc.) to substantiate the claim value
- Police/incident report

Additional information may be requested as needed.

This information is a brief description of the important features of this insurance plan. It is not an insurance contract. Travel assistance services are non-insurance services provided by a third-party provider not affiliated with Chubb. Insurance benefits are underwritten by ACE American Insurance Company. Chubb NA is the U.S.-based operating division of the Chubb Group of Companies, headed by Chubb Ltd. (NYSE:CB) Insurance products and services are provided by Chubb Insurance underwriting companies and not by the parent company itself.