



## My Alerts and My Policies – Now Support PLS Policies!

My Alerts and My Policies will now include alerts and policy information for PLS policies effective July 22, 2017.

Also, both @chubb features have been rewritten in the new Chubb enterprise application design. Functionally, the systems will behave similarly to the old applications with a few exceptions:

### 1. My Alerts

- a. Will now contain alerts for up to **30 days** (increased from the current 14).
- b. A **7 day date range** can also be selected (rather than choosing alerts one day at a time).
- c. There will now be a **tab for each alert type**: Policy, Billing, Claims, Inspection and Manuals (Masterpiece) rather than just two tabs for Policy and Claims.
- d. PLS will now have alerts generated for Policy, Billing, Claims, and Inspections.

### 2. My Policies

- a. Screens that mimic the data available in Abiz for PLS policies have been created.

Included on the pages to follow are screen shots of the new applications highlighting the changes for:

1. My Alerts
2. My Alerts Administration
3. My Policies

Questions?

Contact Agency Support at 1-866-324-8222, Option 1

## My Alerts

CHUBB® @chubb

Chubb.com Report a Claim Forms & Applications Help Site Feedback [-]

Administration Welcome

Business Personal Claims

Return to User ID Search

@chubb Home | My Alerts Desktop

My Alerts Desktop

View My Producer Codes >

Alerts as of: 02/10/2017 Change

May also contain Alerts posted since 11:00 EST on previous business day. Most Alerts will display for 30 calendar days before being automatically removed. After 30 days, information and documentation can be found through "My Policies".

Policy Alerts

Billing Alerts

Claim Alerts

Inspection Alerts

Manual Alerts

Print

39 Total Alerts Shared

Share Delete

Showing 1 to 10 of 39 Alerts Results Per Page 10

Select	Alert Date: ⬆	Producer Number: ⬆	Alert Type: ⬆	Name Insured: ⬆	Policy Number: ⬆	Policy Effective Date: ⬆	Premium:	
<input type="checkbox"/>	02/10/2017	28949-999	Reinstatement	TANUJA PEDALU_AZ 16 11033	1953770901	05/27/2018	\$34,492.00	Options
<input type="checkbox"/>	02/10/2017	28949-999	! Good Student Reminder	PETER SCOTT	1953209002	08/31/2018		Options
<input type="checkbox"/>	02/10/2017	28949-999	! Good Student Reminder	JAMES BAXTER	1953328301	01/07/2020		Options
<input type="checkbox"/>	02/10/2017	28949-999	Endorsement	SWADESH PUROHIT	1953843701	08/15/2017	\$1,387.00	Options
<input type="checkbox"/>	02/10/2017	28949-999	Newline	KATHY TALKA	1953852901	02/08/2017	\$11,542.00	Options
<input type="checkbox"/>	02/10/2017	28949-999	Reinstatement	SANIKA PINGLE	1953746902			Options
<input type="checkbox"/>	02/10/2017	28949-999	Endorsement	KEN JOSHUA	1953856701			Options
<input type="checkbox"/>	02/10/2017	28949-999	Newline	KEN JOSHUA	1953856701			Options
<input type="checkbox"/>	02/10/2017	28949-999	Endorsement	SWADESH PUROHIT	1953843701			Options
<input type="checkbox"/>	02/10/2017	28949-999	Newline	VRINDA GOPAL FL 16 11164	1953856401			Options

1 2 3 4

Share Delete Delete From Agency View

**My Alerts Desktop**  
Alerts will now be available for **30 days** (increased from 14).  
A **7 day date range** can be selected (rather than choosing alerts one day at a time).

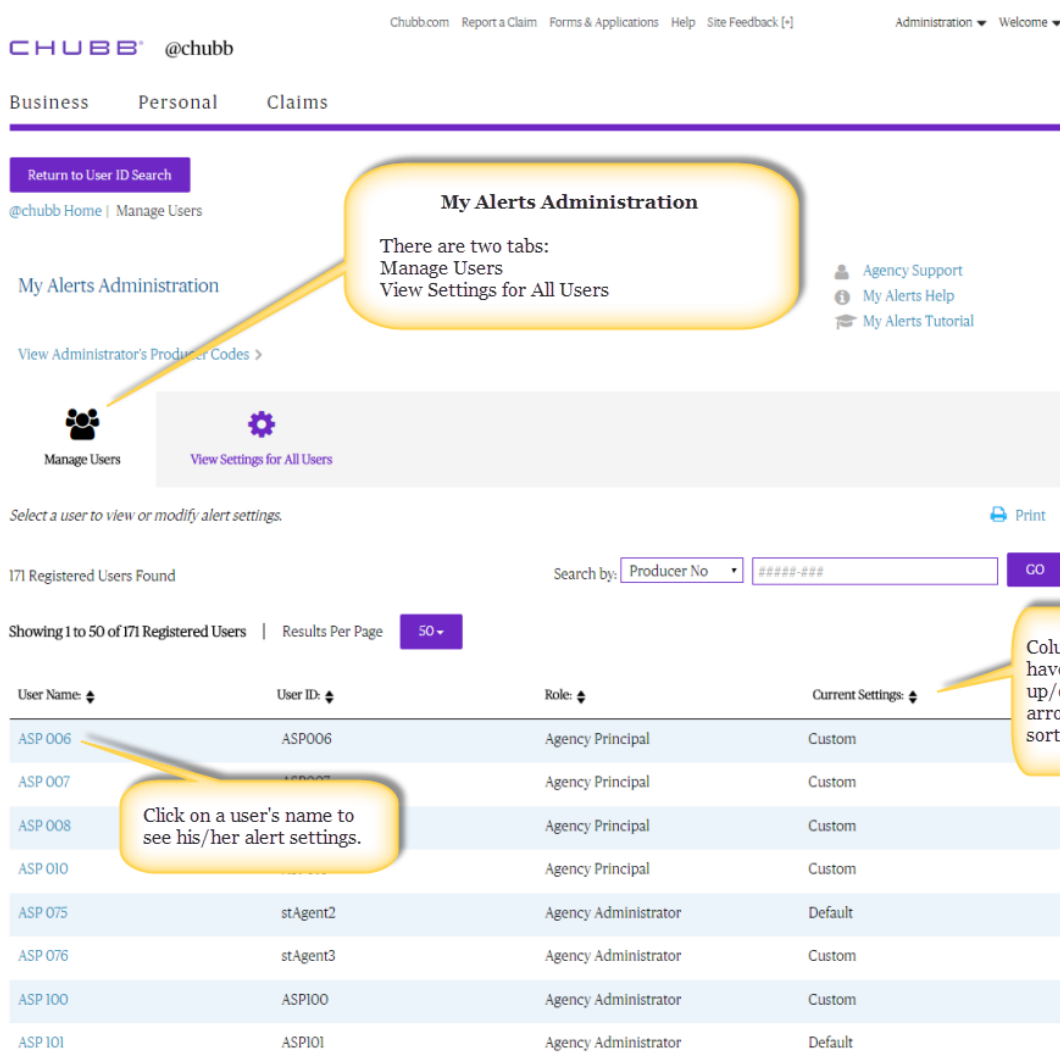
Agency Support  
My Alerts Help  
My Alerts Tutorial

**Each alert type has its own tab:**  
Policy  
Billing  
Claims  
Inspection  
Manual (will be renamed Masterpiece Manuals)

Columns with up/down arrows can be sorted.

"Forward" is now "Share"

**Options - When applicable, provides links to:**  
View Details (in My Policies).  
View Policy Documents (including Premium Information).  
Update Policy (will launch either Masterpiece Real-Time or PLS)



## Alerts User Settings

Print

ASP 006

[View this User's Producer Codes >](#)

User ID: ASP006

Role: Agency Principal

### Set Alert Options

- ☒ Send a daily email notification that new Alerts are ready to viewed.
- ☐ Send Alerts for Named Insured with last names beginning with  through  (use up to two letters per box).

Save Changes

Cancel

### Select Alert Types

[Select All](#) [Clear All](#) [Restore Defaults](#)

Save Changes

Cancel

#### Policy Information

- ☒ Newline
- ☒ Rewrite Newline
- ☒ Endorsement
- ☒ Change of Bill Payer
- ☒ Renewal
- ☒ Rewrite Renewal
- ☒ Renewal Conversion
- ☐ Cancellation
- ☒ Reinstate
- ☒ Corrected Paper
- ☐ Void
- ☒ Special Change Cancel
- ☒ Special Change Reinstate
- ☒ Good Student Reminder
- ☒ Driver Training Reminder
- ☐ Masterpiece Preview Paper

#### Billing Information

- ☒ Final Payment Reminder
- ☒ Final Mortgage Payment Reminder
- ☒ Receipt of Past Due Payment
- ☒ Mortgage Receipt of Past Due Payment
- ☒ Mortgage Second Notice
- ☒ Notice of Unpaid Balance
- ☒ Mortgage Notice of Unpaid Balance
- ☒ About to Cancel for Non-Pay

#### Claims

- ☒ New Loss Reported
- ☒ Updated Claim Information
- ☒ Claim Financial Notices

#### Inspection

- ☒ Home Appraisal
- ☒ Security Inspection
- ☒ Course of Construction

#### Miscellaneous

Select States for Masterpiece Manuals

[View State Selections](#)

\*The use of the application is governed by the terms and conditions of the Information Service Agreement.

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## Select States for Masterpiece Manuals

Manuals that are not available online will continue to be available through traditional channels.

Please make your selection and click "Save".

[Select All](#) | [Clear All](#)

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Alabama              | <input type="checkbox"/> Louisiana     | <input type="checkbox"/> Ohio           |
| <input type="checkbox"/> Alaska               | <input type="checkbox"/> Maine         | <input type="checkbox"/> Oklahoma       |
| <input type="checkbox"/> Arizona              | <input type="checkbox"/> Maryland      | <input type="checkbox"/> Oregon         |
| <input type="checkbox"/> Arkansas             | <input type="checkbox"/> Massachusetts | <input type="checkbox"/> Pennsylvania   |
| <input type="checkbox"/> California           | <input type="checkbox"/> Michigan      | <input type="checkbox"/> Rhode Island   |
| <input type="checkbox"/> Colorado             | <input type="checkbox"/> Minnesota     | <input type="checkbox"/> South Carolina |
| <input type="checkbox"/> Connecticut          | <input type="checkbox"/> Mississippi   | <input type="checkbox"/> South Dakota   |
| <input type="checkbox"/> Delaware             | <input type="checkbox"/> Missouri      | <input type="checkbox"/> Tennessee      |
| <input type="checkbox"/> District of Columbia | <input type="checkbox"/> Montana       | <input type="checkbox"/> Texas          |
| <input type="checkbox"/> Florida              | <input type="checkbox"/> Nebraska      | <input type="checkbox"/> Utah           |
| <input type="checkbox"/> Georgia              | <input type="checkbox"/> Nevada        | <input type="checkbox"/> Vermont        |
| <input type="checkbox"/> Hawaii               | <input type="checkbox"/> New Hampshire | <input type="checkbox"/> Virginia       |

Save

Cancel

## My Policies

### Policy Search – By Policy Number or Customer Name

Chubb.com Report a Claim Forms & Applications Help Site Feedback [-]

Administration Welcome

CHUBB® @chubb

Business Personal Claims

@chubb Home | Policy Search

### Policy Search

Search by policy number or Customer Name/State to access information about a policy.  
[Policy Search Help](#)

\* Required Fields

Policy Number\*

or

Producer Code\*

Customer Last Name\*

Customer First Name


Country\*

State/Province\*

\*\*City and State/Province are based on the policy mailing address.

[Contact Agency Support](#)

Need help? Contact Agency Support at 1-866-324-8222 and select Option 1, or to send an email, select the link above.



America Personal Risk Services

This is the new "Search" screen for My Policies.

Note: Customer Name search now works and uses the My Clients database. There are still some PLS policies that have not been brought into My Clients due to name and/or producer code issues.

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## Policy Details Tab and Sub-Tab

Chubb.com Report a Claim Forms & Applications Help Site Feedback [-] Administration Welcome

**CHUBB® @chubb**

Business Personal **Claims**

@chubb Home | Policy Search | Policy Details

Insured Name:  
VRINDA GOPAL

Policy Number:  
1953856401

**My Policies**

There are four tabs to view information:  
Policy Details  
Billing Accounts  
Claims  
Inspections

Agency Support  
Report a Claim for this Policy  
E-Options  
• ePolicy  
• AutoPay  
• Wildfire Defense

**Policy Details** Billing Accounts Claims Inspections

Policy Status:  
ACTIVE

Policy Information As Of  
02/10/2017 Change As Of Date

REQUEST A REPRINT OF POLICY DOCUMENTS

**Policy Details** Coverages Activity Policy Documents

Each tab has its own sub-tab.

Insured:  
VRINDA GOPAL FL 16 III164

Effective Date:  
Apr 25, 2016

2nd Insured:  
NO PAPER

Expiration Date:  
Apr 25, 2017

Billing Plan:  
Direct - Please select 'Billing Accounts' at the top of this page to review direct bill information.

Mailing Address:  
10 MAIN ST  
MEDLEY, FL 33166

Issued By:  
GREAT NORTHERN

**Coverages Summary**

Coverage	Coverage Type	Additional/Return Premium	Premium
2006 WINNEBAGO MOTOR HOME	Vehicles		\$4,318.00
2015 ACURA MDX	Vehicles		\$2,529.00
2006 HONDA MOPED	Vehicles		\$1,133.00
1978 FORD MUSTANG	Vehicles		\$487.00
<b>Total</b>			<b>\$8,467.00</b>

\*The amounts displayed indicate the cost to insure the corresponding items listed under "Coverage".

To obtain your billing and payment information please select 'Billing Accounts' tab

Each risk is listed - click the link to get more detailed information.

## Policy Details Coverages Sub-Tab

CHUBB®
@chubb

Business
Personal
Claims

@chubb Home | Policy Search | Policy Details

Insured Name:

Policy Number:  
1953856401

Agency Support  
Report a Claim for this Policy  
E-Options

- ePolicy
- AutoPay
- Wildfire Defense

Policy Details

Billing Accounts

Claims

Inspections

Policy Status:  
ACTIVE

Provides Coverage Details for each risk.

Policy Information As Of:  
02/10/2017
Change As Of Date

REQUEST A REPRINT OF POLICY DOCUMENTS

PRINT

Policy Details
Coverages
Activity
Policy Documents

Coverages included under policy. Select to view details:

Vehicles / 2006 WINNEBAGO MOTOR HOME

Select the risk to be viewed from the drop-down list.

Vehicles / 2006 WINNEBAGO MOTOR HOME

Coverage Type:  
Vehicles

Vehicle Type:  
Recreational

Garage Location:  
MEDLEY, FLA

Year/Make/Model:  
2006 WINNEBAGO MOTOR HOME

Coverages

Coverage Type:	Comprehensive and Collision
Payment Basis:	Agreed Value \$185,000
Vehicle Liability:	\$200,000
Uninsured Motorist:	\$200,000



## Policy Details Activity Sub-Tab

CHUBB® @chubb

Business Personal Claims


[@chubb Home](#) | [Policy Search](#) | Policy Details

Insured Name:

[REDACTED]

Policy Number:

[REDACTED]

 [Agency Support](#) [Report a Claim for this Policy](#) [E-Options](#)• [ePolicy](#)• [AutoPay](#)• [Wildfire Defense](#)

Policy Details



Billing Accounts



Claims



Inspections

Policy Status:

ACTIVE

Policy Information As Of:

07/12/2017

[Change As Of Date](#) [PRINT](#)[Policy Details](#)[Coverages](#)[Activity](#)[Policy Documents](#)

Showing 7 Activities

All Activity ▾

Date:	Activity Type:	Coverage Affected:	
May 31, 2017	Change to Policy	Vehicle	<a href="#">Options ▾</a>
May 31, 2017	Change to Policy	Vehicle	<a href="#">Options ▾</a>
May 31, 2017	Renewal	Vehicle	<a href="#">Options ▾</a>
May 12, 2017	Change to Policy	Vehicle	<a href="#">Options ▾</a>
Apr 06, 2017	Change to Policy	Vehicle	<a href="#">Options ▾</a>
May 31, 2016	Renewal	Vehicle	<a href="#">Options ▾</a>
May 31, 2015	Renewal	Vehicle	<a href="#">Options ▾</a>

## Policy Details Policy Documents Sub-Tab

CHUBB® @chubb

Business Personal Claims

[@chubb Home](#) | [Policy Search](#) | [Policy Details](#)

Insured Name: [Redacted]

Policy Number: 1953856401

Agency Support  
 Report a Claim for this Policy  
 E-Options  
 • ePolicy  
 • AutoPay  
 • Wildfire Defense

Policy Details Billing Accounts Claims Inspections

Policy Status: ACTIVE Policy Information As Of: 04/25/2016 [Change As Of Date](#) [REQUEST A REPRINT OF POLICY DOCUMENTS](#) [PRINT](#)

Policy Details Coverages Activity **Policy Documents**

Documents / Downloads [Email](#) [Undelivered](#)

Transaction	Effective Date	Print Date	Delivery Method	Void
Newline	Apr 25, 2016	Feb 09, 2017		<a href="#">Options</a>

Voiled policy paper generates when an issued transaction is negated by an additional change to the policy. Voiled policy paper is the same as the original paper with the word "VOIDED" printed down the side.

Select the Options drop-down to see the applicable options.



## Billing Accounts Tab

[Chubb.com](#)
[Report a Claim](#)
[Forms & Applications](#)
[Help](#)
[Site Feedback \[-\]](#)

Welcome Intern


CHUBB® @chubb


Business
Personal
Claims


[@chubb Home](#) | [My Alerts Desktop](#) | [Billing Details](#)


Insured Name:


Policy Number:



Policy Details


Billing Accounts


Claims


Inspections


Agency Support


E-Options

- ePolicy
- AutoPay
- Wildfire Defense

Select the "Billing Accounts" tab for a billing summary.

Select "View Account Details" for additional information.

Billing Account 736029840

VIEW ACCOUNT DETAILS

Balance: \$0.00	Minimum Amount Due: \$0.00	Payment Due Date: N/A	Not Enrolled in AutoPay
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## Billing Accounts Billing Details Sub-Tab

CHUBB® @chubb

Business Personal Claims

[@chubb Home](#) | [My Alerts Desktop](#) | [Billing Details](#)

Insured Name:

Policy Number:

- Agency Support
- E-Options
  - ePolicy
  - AutoPay
  - Wildfire Defense



Policy Details



Billing Accounts



Claims



Inspections

[Return to Billing Accounts List](#)

Billing Account Number:

Included Policies:

PRINT

Billing Details

[Recent Bills](#)[Activity](#)[Payment Schedule](#)[Included Policies](#)

Insured:

Payer:

Billing Address:

Current Payment (Billing Date JUN 03, 2017)

Balance:

Minimum Amount Due:

Payment Due Date:

Not Enrolled in AutoPay

\$0.00

\$0.00

### Last Payment

Paid Amount:

Payment Date:

\$1,206.00

JUN 14, 2017

### Next Payment

Balance:

Minimum Amount Due:

Payment Due Date:

\$0.00

\$0.00

## Billing Accounts Recent Bills Sub-Tab

CHUBB® @chubb

Business Personal Claims

[@chubb Home](#) | [My Alerts Desktop](#) | [Billing Details](#)

Insured Name:

Policy Number:

Agency Support

E-Options

- ePolicy
- AutoPay
- Wildfire Defense



Policy Details



Billing Accounts



Claims



Inspections

[< Return to Billing Accounts List](#)

Billing Account Number:

Included Policies:

PRINT

[Billing Details](#)

**[Recent Bills](#)**

[Activity](#)

[Payment Schedule](#)

[Included Policies](#)

Email Mail

Showing 3 Recent Bills

Name:

Invoice Date:

Delivery Method:

BILL ISSUED

JUN 06, 2017

BILL ISSUED

MAR 07, 2017

BILL ISSUED

MAR 08, 2016

Select the bill you would like to view.

The above billing information is current as of 7/11/2017 10:48:49 AM. This information is subject to change based on future account activity.

## Billing Accounts Activity Sub-Tab

CHUBB® @chubb

Business Personal Claims

[@chubb Home](#) | [My Alerts Desktop](#) | [Billing Details](#)

Insured Name:

Policy Number:

- Agency Support
- E-Options
  - ePolicy
  - AutoPay
  - Wildfire Defense



Policy Details



Billing Accounts



Claims



Inspections

[Return to Billing Accounts List](#)

Billing Account Number:

Included Policies:

[PRINT](#)

[Billing Details](#) [Recent Bills](#) [Activity](#) [Payment Schedule](#) [Included Policies](#)

Showing 1 to 10 of 27 Activities | Results Per Page

10

Choose the number of results you would like to see on the page (10, 20, or 30).

Date:

Click on the Up/Down arrows to sort.

Activity Description:

Amount:

JUN 15, 2017	Payment applied to another account	\$27.00
JUN 15, 2017	Payment applied from another account for	(\$27.00)
JUN 14, 2017	Payment applied	(\$27.00)
JUN 14, 2017	Payment applied for Home	(\$1,179.00)
JUN 14, 2017	Installment charge for Valuables	(\$10.00)
JUN 13, 2017	Policy changed for Valuables	\$27.00
JUN 06, 2017	Bill issued	\$402.99

## Billing Accounts Payment Schedule Sub-Tab

CHUBB® @chubb

Business Personal Claims

[@chubb Home](#) | [My Alerts Desktop](#) | [Billing Details](#)

Insured Name:

[REDACTED]

Policy Number:

[REDACTED]

-  [Agency Support](#)
-  [E-Options](#)
  - [ePolicy](#)
  - [AutoPay](#)
  - [Wildfire Defense](#)



Policy Details



Billing Accounts



Claims



Inspections

[< Return to Billing Accounts List](#)

Billing Account Number:

[REDACTED]

Included Policies:

[REDACTED]

This page will outline the payment schedule.

 PRINT

[Billing Details](#)

[Recent Bills](#)

[Activity](#)

[Payment Schedule](#)

[Included Policies](#)



There are currently no future installments for this account number.

## Billing Accounts Included Policies Sub-Tab


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Business Personal Claims

[@chubb Home](#) | [My Alerts Desktop](#) | [Billing Details](#)

Insured Name:

Policy Number:

 [Agency Support](#) [E-Options](#)• [ePolicy](#)• [AutoPay](#)• [Wildfire Defense](#)[Policy Details](#)[Billing Accounts](#)[Claims](#)[Inspections](#)[Return to Billing Accounts List](#)

Billing Account Number:

Included Policies:

 [PRINT](#)[Billing Details](#)[Recent Bills](#)[Activity](#)[Payment Schedule](#)[Included Policies](#)

The following policies are included under this billing account.

Selecting this link will open a section that provides a summary of the policy coverages.

Expiration Date:	Premium:	Paid:	Balance:	Minimum Due:
MAR 25, 2017	\$2,988.00	\$2,988.00	\$0.00	<a href="#">Show Current Term Coverage Details</a>
MAR 25, 2018	\$3,497.00	\$3,497.00	\$0.00	

**Total: \$0.00**

Installment fee(s) reflected in Total when applicable.



## Claims Tab




CHUBB® @chubb

Business Personal Claims

[@chubb Home](#) | [Policy Search](#) | Claim Details

Insured Name:

Policy Number:

-  [Agency Support](#)
-  [Report a Claim for this Policy](#)
-  E-Options
  - [ePolicy](#)
  - [AutoPay](#)
  - [Wildfire Defense](#)

  
Policy Details


  
Billing Accounts

  
Claims

  
Inspections

"VIEW CLAIM DETAILS" will launch Agency ClaimView.

### Claims List

Loss Date:	Claims Number:	Claim Type:	Report Date:	Status:
APR 21, 2017	 <a href="#">VIEW CLAIM DETAILS</a>	Automobile	APR 24, 2017	Open

## Inspections Tab

Chubb.com
Report a Claim
Forms & Applications
Help
Site Feedback [-]
Welcome [User]

CHUBB®
@chubb

Business
Personal
Claims

[@chubb Home](#) | [My Alerts Desktop](#) | [Inspection Details](#)

**Insured Name:**  
**Policy Number:**

Agency Support  
E-Options

- ePolicy
- AutoPay
- Wildfire Defense

Policy Details
Billing Accounts
Claims

Inspections

**Inspection Location:**  

Select the location to view from the drop down list.

PRINT

Inspection Details

If your home has recently undergone construction or renovation, included here may be a report of your home during the project. [More...](#)

**Additional Information**

- Establishing Replacement Cost
- Protecting My Family and Property
- About Chubb's Appraisal Service
- Home Appraisal & Special Features

Inspection Date: 06/06/2017

- Agent's Inspection Report
- Customer's Inspection Report

Click on the report you would like to view.

Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit our website at [new.chubb.com](http://new.chubb.com). Insurance provided by ACE American Insurance Company and its U.S. based Chubb underwriting company affiliates. All products may not be available in all states. This communication contains product summaries only. Coverage is subject to the language of the policies as actually issued. Surplus lines insurance sold only through licensed surplus lines producers. Chubb is the world's largest publicly traded property and casualty insurer. With operations in 54 countries, Chubb provides commercial and personal property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to a diverse group of clients. Chubb Limited, the parent company of Chubb, is listed on the New York Stock Exchange (NYSE: CB) and is a component of the S&P 500 index. Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services.