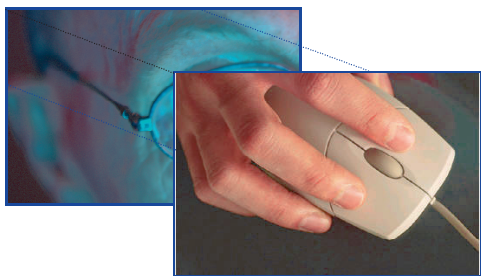


CHUBB®

AGENCY ADMINISTRATOR USER'S GUIDE



Chubb's Online Enrollment System

Introduction

What is the enrollment system?

Chubb's online enrollment system provides a fast and easy way for agency employees to obtain User IDs for Chubb's secure Internet platform, referred to as @chubb.

Each agency will designate an Agency Administrator who will have the authority to request new User IDs, revoke existing IDs and perform other User ID maintenance functions.

This brochure explains and illustrates each of the User ID enrollment functions to which the Agency Administrator has access.

How does the enrollment process work?

When the Agency Administrator requests a User ID via the Online Enrollment system, a message is sent to Chubb Access, where the Enrollment Coordinator will obtain the necessary approval. Approvals are confirmed via a return email to the Agency Administrator with the new user's ID. A separate email is sent to the new user that contains the password required for system access.

We expect that the approval process should take no longer than two business days. You may also call Chubb Access for special situations.

The Agency Administrator also has authority for revoking User IDs in situations, namely when individuals leave the employment of the agency. This takes effect immediately and is an important aspect of the Agency Administrator's responsibility.

What does the @chubb platform allow agency employees to access?

Chubb Access Agents have access to:

1. CISA Personal lines broker

- ✓ Download Central
- ✓ Masterpiece Manuals
- ✓ PL "My Resources"
- ✓ PL Policy Activity "My Alerts"
- ✓ Personal Policy detail "My Policies"

2. CISA Commercial lines broker

- ✓ DecisionPoint (online quoting platform for Management Liability)
- ✓ Sales Support: Product and marketing information

1. Open Internet Explorer and type:

1. Open Internet Explorer and type:
www.chubb.com/@chubb

Select a language: English

Login

All fields are required. [Need Help?](#)

Username

Password

[Reset Password](#)

[System FAQs](#)

[Information Services Agreement](#)

The main window displays.

3. Click **Administer Access to @chubb** under category **Administer A Chubb System**.

4. The **Request New User, Update User or Revoke User(s)** window displays.

[illegible]


Procedures for Requesting a New User

STEP 1

Click [Request New User](#)

The **Request for New Account** window displays.

New User ➡
Information
Steps 2 - 7


EAS Enrolment

What are you applying for? (Form 1) 3 September 2016

3 Year Applications

18 September 17:00

[View Dates](#)
[View Dates](#)
[View Dates](#)

Progress: Added Services

Report New Mail

Please complete the information below:
New User Information

First Name	<input type="text"/>	or <input type="text"/>
Last Name	<input type="text"/>	
Email Address	<input type="text"/>	
Contact Email	<input type="text"/>	
Business City	<input type="text"/>	
Business State	<input type="text"/>	

(or click on the link below)

STEP 2

Click **First Name** field and type the user's first name. *Maximum is 20 characters.*

STEP 3

Click **Last Name** field and type the user's last name.
Maximum is 20 characters.

STEP 4

Click **Email Address** field and type the user's email address.

TIP: This is a required field and must be completed.

STEP 5

Click **Confirm Email** field and type the same email address again.

STEP 6

Business City

Click **Business City** field and type the user's business city. *Maximum is 20 characters.*

STEP 7

Business State

Click **Business State** field and type the user's business state. *Maximum is 20 characters.*

Procedures for Requesting a New User

STEP 8 Role Description

Click the **Assign** column and put a ☒ (check mark) in the box to the right of the Role the user desires. Minimum is one role or access (or one check mark).

Role
Description
Step 8 ➔

The screenshot shows the 'Request New User' form in the EAS Enrollment system. The form includes fields for First Name, Last Name, Email Address, Confirm Email, Business City, and Business State. Below these fields is a table for selecting roles. A white arrow points to the 'Assign' column header of this table.

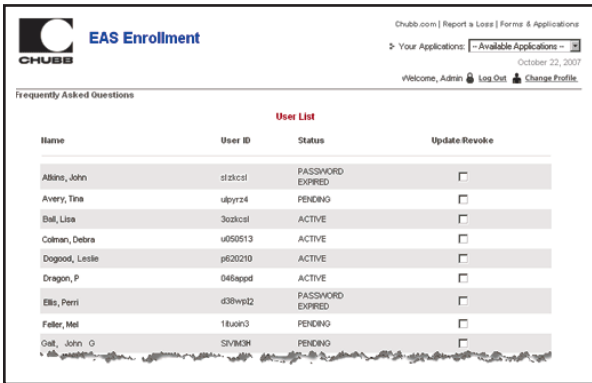
Available User Roles	Assign
CS CL Broker	<input type="checkbox"/>
CS PL Broker	<input type="checkbox"/>
CS CRP Commercial Broker	<input type="checkbox"/>

Click **Return to User List** to display a list of users including the one just added.

NEXT STEPS

Within two business days, you will receive an email from Chubb Access containing the user ID for the requested user. The new user will receive a separate email with their new password.

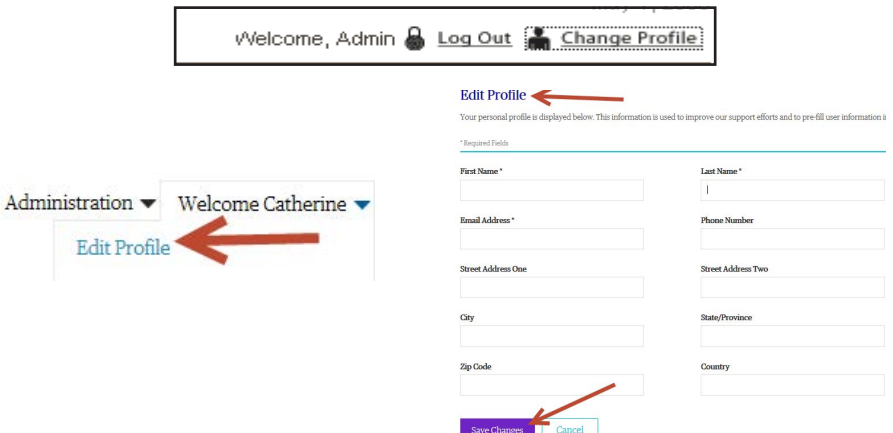
Note: *As the administrator, you can see a list of your individual users and the status of a recent request on the main menu page.*



Name	User ID	Status	Update/Revoke
Albino, John	st01cst1	PASSWORD EXPIRED	<input type="checkbox"/>
Avery, Tina	ubpyr24	PENDING	<input type="checkbox"/>
Bell, Lisa	3c01cst1	ACTIVE	<input type="checkbox"/>
Colman, Debra	u656213	ACTIVE	<input type="checkbox"/>
Dogood, Leslie	p620210	ACTIVE	<input type="checkbox"/>
Dragon, P	046appd	ACTIVE	<input type="checkbox"/>
Ellis, Perri	d38wpl2	PASSWORD EXPIRED	<input type="checkbox"/>
Feller, Mel	18uon3	PENDING	<input type="checkbox"/>
Galt, John G	SVVMCH	PENDING	<input type="checkbox"/>

Individual User's Profile

It is also possible that a user may come to you wanting a name change or other personal information change. This needs to be done by the individual user. Refer them to the “Change Profile” selection on the EAS Enrollment page. They can make the appropriate change there.



Administration ▾ Welcome Catherine ▾

[Edit Profile](#)

Welcome, Admin [Log Out](#) [Change Profile](#)

Edit Profile

Your personal profile is displayed below. This information is used to improve our support efforts and to pre-fill user information in

* Required Fields

First Name *	Last Name *
<input type="text"/>	<input type="text"/>
Email Address *	Phone Number
<input type="text"/>	<input type="text"/>
Street Address One	Street Address Two
<input type="text"/>	<input type="text"/>
City	State/Province
<input type="text"/>	<input type="text"/>
Zip Code	Country
<input type="text"/>	<input type="text"/>

[Save Changes](#) [Cancel](#)

Revoking a User(s)

If you want to know about

- Revoking
- Why you would want to revoke a user
- How to revoke a user(s)

Introduction

Revoking a user(s) means that you no longer want this person to have access to the Chubb tools. There are many reasons for revoking someone. For example, the person has left the agency, or been given other responsibilities, etc. Regardless of the reason, the process for revoking a user is the same.

Revoking a User(s) Procedures

STEP 1 Click the **Update/Revoke** column and put a ☒ (check mark) in the box to the right of the user who requires updating.

User List

Name	User ID	Status	Update/Revoke
Adkins, John	idb0c01	PASSWORD EXPIRED	<input type="checkbox"/>
Avery, Tina	idb0r24	PENDING	<input type="checkbox"/>
Ell, Lisa	3id0c01	ACTIVE	<input type="checkbox"/>
Colman, Debra	id00013	ACTIVE	<input checked="" type="checkbox"/>

As the agency administrator, you must first select to who, update or revoke user's from the list below. Please refer to the "Agency Administrator User's Guide" for step-by-step instructions on how to perform these changes.

Request New User

Update User

Revoke User(s)

STEP 2 Click **Revoke User(s)**
The following **Revoke User Confirmation** message displays.

A confirmation is required after each address to ensure accuracy.

Special Notes:

Defining Agency Preference *(Personal Lines Only)*

Introduction

Completing this section of the enrollment system allows Chubb to send information that you want to see at the location you want to receive it. In addition, it may allow Chubb to co-brand our online services with you agency providing seamless customer service to your clients.

The following information is completed (if available) about your agency:

- Email address
- Web site address
- Logo
- Communication preferences
(kinds of Chubb communications desired)
- Email address from communications

Obtaining Help

If you have any problems accessing or using **@chubb**, please contact us at:

Personal lines agents call the Premier Solutions team at 1-866-324-8222 and select option #1 or email premiersolutions@chubb.com.

For **PLS support**, please call 1-800-444-6161. Available during normal business hours. Agents may also use the **Contact Us** feature in **My Resources** (you must be logged in to **@chubb** to access this feature).

Personal lines customers call the Customer Care team during normal business hours at 1-866-324-8222 and select option #2 or email customercare@chubb.com.

Commercial and Accident & Health agents or customers call the eBusiness Help Desk at 1-877-747-5266 and select option #2 or email ebusinesshelp@chubb.com. Analysts are available Monday thru Friday, 8:30 a.m. - 6:00 p.m. EST. After hours support is available for critical issues.

Commercial insureds call the eBusiness Help Desk at 1-877-747-5266 and select option #2 or email ebusinesshelp@chubb.com. Analysts are available Monday thru Friday, 8.30a.m. - 6.00p.m. EST. After hours support is available for critical issues.

To contact **Chubb Insurance Solutions Agency** call 1-800-884-3770 or email chubbaccess@chubb.com

Chubb Limited
Whitehouse Station, NJ 08889
<http://www.chubb.com>

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