



## ***News from Chubb***

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### **Chubb Group of Insurance Companies**

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### **Chubb Deploys Property and Identity Restoration Services In Response to California Wildfire Losses**

**WARREN, NJ, October 30, 2007** – The Chubb Group of Insurance Companies has rolled out a series of property and identity restoration services to help its Southern California customers recover from the wildfires that have damaged or destroyed their homes.

Chubb has engaged its national network of preferred damage mitigation and restoration specialists to help customers stabilize the damage and reduce the severity of loss. Certified technicians can perform a variety of services, including board-up, smoke and soot removal, dehumidification, odor removal, materials cleanup and demolition. The technicians also can clean, sanitize and deodorize most household contents, and through the use of sophisticated technology, they can electronically clean computer equipment.

Chubb is also providing identity restoration services to help customers recover or replace missing personal identification and documentation, including birth certificates, driver's licenses, passports and Social Security cards. In addition, this service helps obtain access to investment and bank account records, as well as the replacement of checks and credit/debit cards.

“We are saddened by the losses some of our customers have suffered. Our property and identity restoration services, as well as our renowned claim services, will help to ease the trauma and, as soon as possible, restore homes and lives back to normal,” said Gary Petrosino, senior vice president and Western Zone manager for Chubb. “Nearly 40 percent of our in-house U.S. claim adjusters are now focused on visiting our customers’ homes in Southern California. We are advancing funds to expedite recovery. We are doing whatever we can to help our customers through this difficult period.”

In addition, Chubb has put a voluntary, temporary moratorium into effect on policy cancellations for nonpayment in the areas affected by the wildfires.

Policyholders may file a claim by contacting their agent, broker or Chubb directly. To report a claim directly to Chubb, they may call 800-CLAIMS-0 (252-4670) or send a fax to 800-300-2538. They also may report a loss via [www.chubb.com](http://www.chubb.com), where they should click on “To Report a Loss.”

In California, Chubb’s extended replacement cost coverage provides up to 200% of the dwelling limit in the event of a covered loss. This coverage is especially important in catastrophe situations, when the demand for and price of building materials and construction often escalate sharply.

The 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 worldwide through 8,500 independent agents and brokers. Chubb's global network includes branches and affiliates throughout North America, Europe, Latin America, Asia and Australia. Chubb is a worldwide leader in insuring fine homes, automobiles, yachts, antiques and other collectibles, and personal liability. Additional information on Chubb can be found at [www.chubb.com/personal](http://www.chubb.com/personal).

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