

## Chubb Environmental Incident Alert

### Incident Response Process

This guide details how to access Chubb’s incident response team, how to report a claim, and what to expect next.

#### » Accessing Chubb’s Incident Response Team

##### Key Features

- 24/7 incident reporting via your mobile device, computer, or phone
- Access to emergency costs in the first hours following an incident
- Customised email alerts and updates
- Streamlined access to an incident response team that will help you handle environmental incident from the initial intake through post-review claims handling
- Enhanced local-language capabilities - 6 languages
- A single point of entry to response management and Chubb’s claims department



#### Mobile Application

New!

Find the “Chubb Environmental Incident Alert” app on the Apple Store for iOS devices and the Android Store for Android devices:



#### Online

New!

Access our platform:  
[www.chubbeia.net](http://www.chubbeia.net)



#### Telephone Hotline

Find hotline numbers for each country listed below

#### Local phone Numbers / free phone numbers

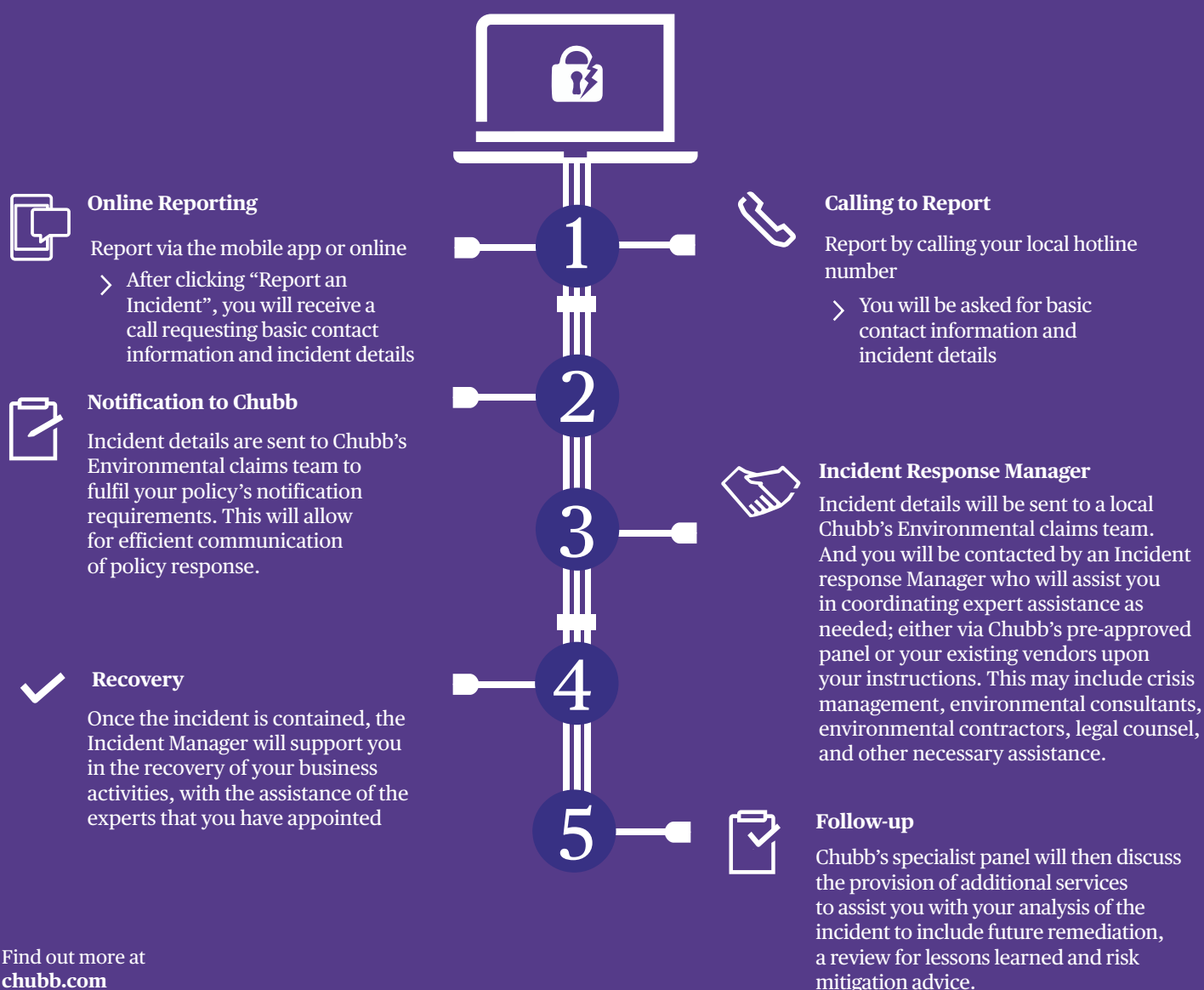
Australia	1-800-009063	Norway	80014941
Belgium	080038562	Portugal	800855764
Brazil	0800-76-10828	Puerto Rico	18772006119
Denmark	80250805	Singapore	8001205472
France	0805 110 484	Spain	800300534
Ireland	1800937174	Sweden	0200883393
Italy	800145679	Switzerland	0800312619
Mexico	0018559026505	U. Kingdom	08002794841
New Zealand	0800443143		

# What to Expect - The Process

## Before an incident occurs...

- Chubb's Environmental Risks policyholders can download the Chubb Environmental Incident Alert app or visit [www.chubbeia.net](http://www.chubbeia.net) to enrol. Enrolment allows for one click reporting when an incident occurs.

## When an Environmental incident happens...



Chubb. Insured.<sup>SM</sup>

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Chubb European Group SE (CEG). Operating in the UK through a branch based at 100 Leadenhall Street, London EC3A 3BP. Risks falling within the European Economic Area are underwritten by CEG which is governed by the provisions of the French insurance code. Registered company number: 450 327 374 RCS Nanterre. Registered office: La Tour Carpe Diem, 31 Place des Corolles, Esplanade Nord, 92400 Courbevoie, France. Fully paid share capital of €896,176,662.

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