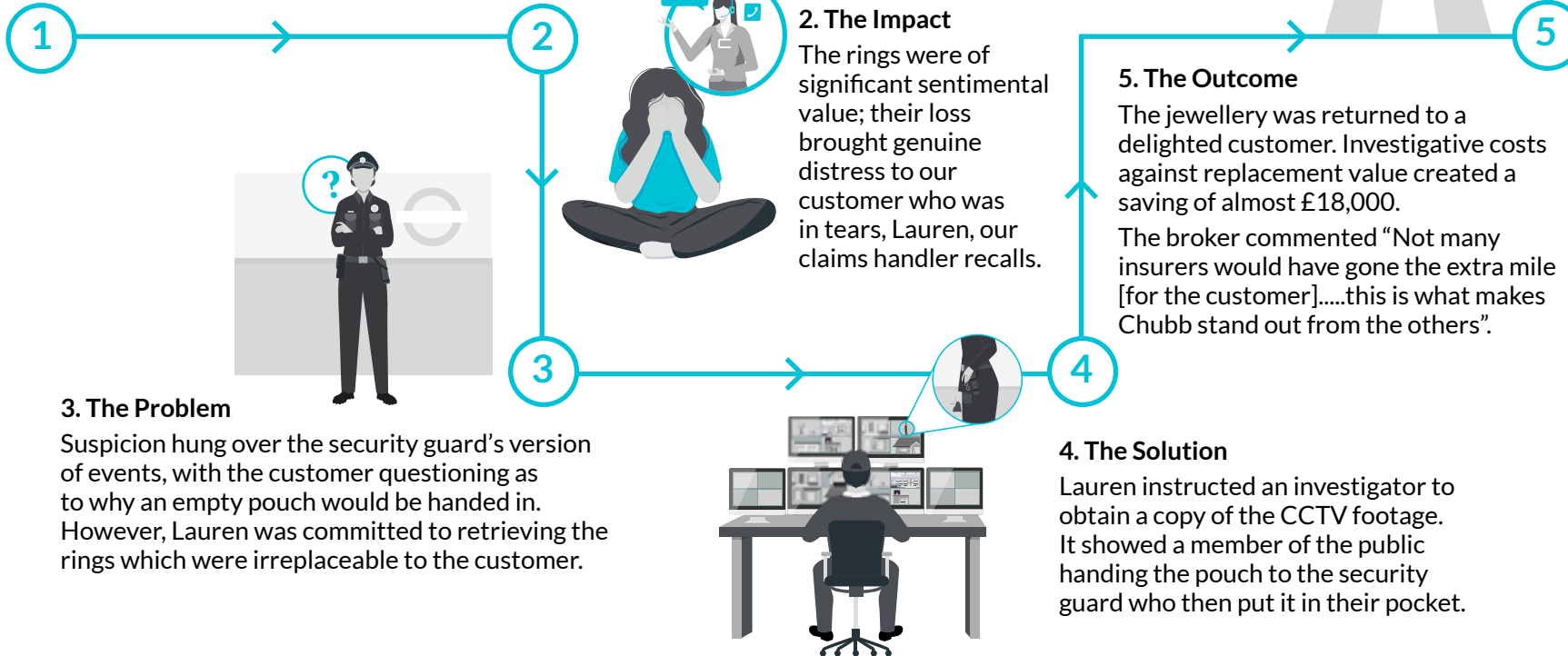
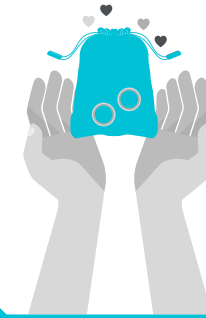


Dishonesty unveiled by a caring approach



1. The Event

Travelling across London on the tube, our customer removed two rings and placed them in a pouch whilst she applied sanitising hand-gel, losing them in the process at Canary Wharf station. She returned to file a lost property report. A security guard claimed a member of the public handed in an empty pouch.



Lost personal possessions

Policy Triggered:

Personal Possessions

The Chubb difference:

- ✓ **Dialogue**
After speaking with the customer, Lauren decided to instigate a check on the security guard's version of events.
- ✓ **Empathy**
Lauren heard the customer's distress and acted on it.
- ✓ **Experienced staff**
Chubb's thorough investigation was able to quickly establish the course of events, leading to the return of the jewellery.