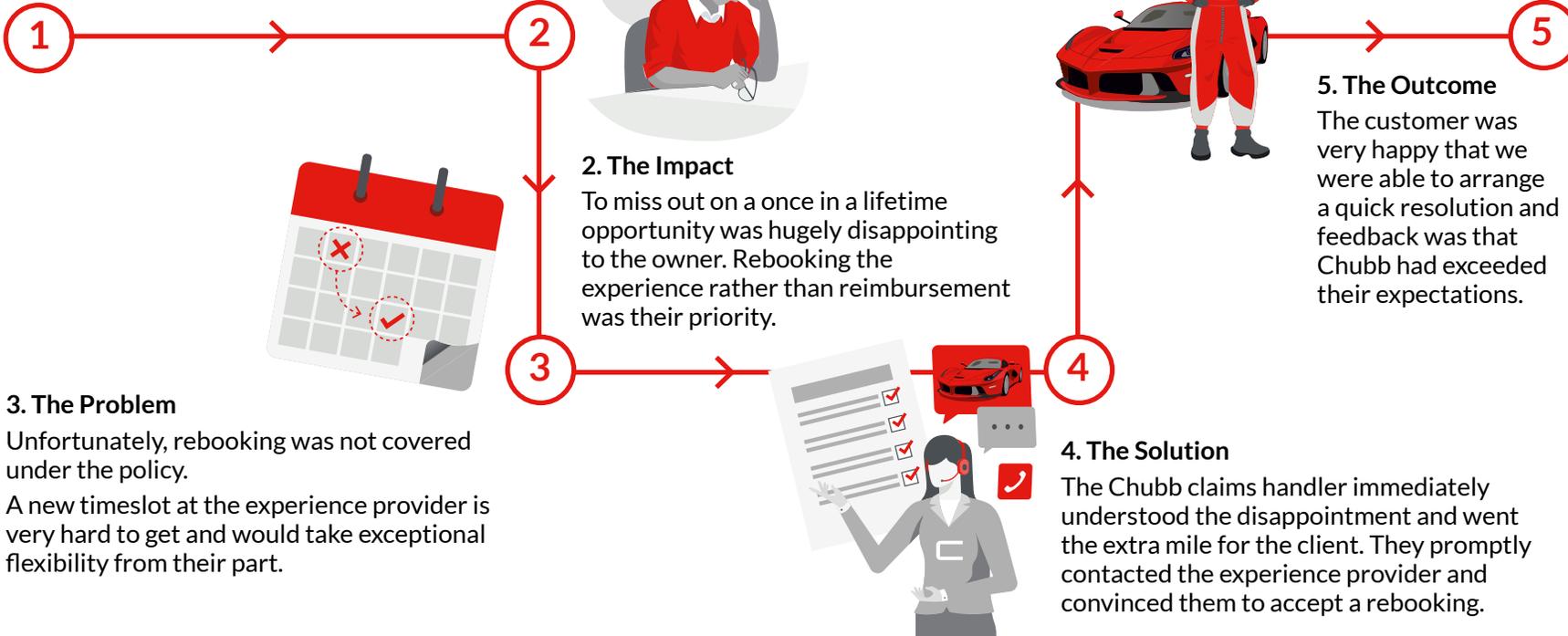


The chequered flag, before the event...

1. The Event

The buyer of a new supercar received a complimentary driver training experience in Maranello, Italy. The course is an exclusive and much anticipated experience.

Unfortunately, our client fell ill a few days before the event and could not attend. The track operator had facilitated cancellation insurance, but rescheduling of track days was outside of the cover.



2. The Impact

To miss out on a once in a lifetime opportunity was hugely disappointing to the owner. Rebooking the experience rather than reimbursement was their priority.

3. The Problem

Unfortunately, rebooking was not covered under the policy.

A new timeslot at the experience provider is very hard to get and would take exceptional flexibility from their part.

5. The Outcome

The customer was very happy that we were able to arrange a quick resolution and feedback was that Chubb had exceeded their expectations.

4. The Solution

The Chubb claims handler immediately understood the disappointment and went the extra mile for the client. They promptly contacted the experience provider and convinced them to accept a rebooking.

Supercar event cancellation

Policy Triggered:

A&H

The Chubb difference:

- ✓ **Empathy**
We understood the disappointment felt by the customer at having to cancel last minute.
- ✓ **Solutions focussed**
As well as quickly confirming cover, we also looked to support our customer.
- ✓ **Proactivity**
We exceeded expectations by helping our customer look into suitable alternatives.