

Commercial Client Center

Frequently Asked Questions



1. What are the key features of the Chubb Commercial Client Center?

The Chubb Commercial Client Center is designed for small business owners and allows them to:

- View their billing history and recent statements
- Elect to pay their bill by credit card or EFT with a one-time or recurring payment
- Download and print policy documents
- File a claim
- Provide Client Center access to additional users on the account

2. How does my customer access the Client Center?

You can provide your customers with access in one of two ways:

Option 1: At Policy Issuance

Simply enter your customer's first name, last name, and email address at policy issuance to begin the activation process.

Option 2: Via the **Current Customer** tab in the Chubb Marketplace

If you did not provide your customer access to the Client Center during issuance, simply follow these two steps:

Step 1: After logging into the Chubb Marketplace, under the **Current Customer** tab, locate the **Business Name** of the customer you would like to provide access to and open their **Customer Profile**.

Step 2: Once in your customer's **Customer Profile**, go to the **Account Actions** section. You will see an option to "**Invite your Customer to the Client Center.**" Click this link and provide your customer's first name, last name, and email address. This will then send an automatic email to start the activation process.

3. Who do my customers reach out to if they are having difficulties activating the Client Center?

If your customer is having trouble activating the Client Center, please have them contact our help desk at 1.888.427.4854.

4. How does my customer change their username?

Unfortunately your customer cannot change their username once they have already registered. If they need assistance with user access, please have them call our help desk at 1.888.427.4854.

5. What if my customer forgot their password?

If your customer forgot their password they can click the **Forgot Password** link on the Client Center login page at <https://commercialservice.chubb.com>. All they will have to do is follow the prompts and a new password will be created.

6. When will my customer receive the activation email for the Chubb Commercial Client Center?

Once you have initiated the activation process, either at policy issuance or via the **Current Customer** tab in the Marketplace, your customer will immediately receive a welcome email. Once your customer receives the email, they can start the activation process.

7. How can my customer pay their bill?

Chubb is making it more convenient than ever for your customers to pay their bills!

Your customer can easily access their account and pay their bill by logging into the Client Center at <https://commercialservice.chubb.com>.

8. What billing options do they have?

Within the Client Center, your customer has the option to pay their bill or sign up for AutoPay directly from their bank account or by credit card.

9. Can my customer make a one-time payment?

A secure one-time payment can be made by going online to <https://commercialservice.chubb.com>. Once on the Client Center login page, simply select the one-time payment option to complete payment.

10. What type of payment options does my customer have when making a one-time payment?

Chubb offers your customers three easy and secure one-time payment options: check, debit card, or credit card. These can be processed through:

- Telephone: 1.833.550.9660
- Traditional mail: Place the bill card tear-off along with a check in the envelope provided
- Overnight delivery:
Chubb
ATTN: BOX 382001
500 Ross Street 154-0455
Pittsburgh, PA 15262-0001

11. My customer's account does not show any payments due, why is that?

Depending on your customer's policy effective date, the system may not have generated their bill yet. Bills are generated close to their policy effective date.

12. Who can my customer contact if they have any billing questions?

For billing questions, please have your customers call 1.833.550.9660 or email scibilling@chubb.com.

13. How can my customer see past statements and payments?

In the Client Center, under the **Billing** tab, your customer can view their billing history, account activity, and payment schedules.

14. How can my customer view their current policies?

In the Client Center, under the **Coverage** tab, your customer can click on **View your documents** to view their current policies.

15. How does my customer invite an additional insured to their account?

When in the Client Center, the primary user who originally activated the account can grant additional users access by going to the **Profile** tab, **Authorized users** section, and click on **Invite additional users**. Your customer will need to provide some brief information about the additional insured.

Chubb. Insured.SM

Commercial Client Center

How to Enroll in Paperless Billing



Want to enroll in paperless billing? It's easy! Just complete the following steps:

1. Begin by visiting the Chubb Commercial Client Center at <https://commercialservice.chubb.com>.

Enter your username and password and click **Sign in**.

CHUBB

Manage your policies

Login

Username

Password

Sign in

New user? [Click here](#) to activate your account.

Trouble logging in? [Forgot Username](#) [Forgot Password](#)

Make a one time payment

If you are not already registered but would like to make a payment via debit or credit card, click Pay Now below.

[Pay Now](#)

Billing Questions? (833) 550-9660 | scibilling@chubb.com

We're here to help (888) 427-4854 scihelpdesk@chubb.com

- Once logged in, select **Billing** from the top navigation.

The screenshot shows the Chubb dashboard with the following elements:

- Navigation:** Dashboard, **Billing** (circled in red), Coverage, Claims, Alerts, Profile, Logout.
- Header:** CHUBB logo.
- Left Panel:** Hi Alice, Welcome to the Chubb Commercial Client Center. Alice's Bakery is Chubb Insured.
- Right Panel:** Payment details. Account Balance: \$700. Amount Due: \$700 by 02/24/2020. [Make a payment >](#)
- Overview Cards:**
 - Billing & Payments:** \$700. Due date: 02/24/2020. Billing account: 0200000000000000. [View >](#)
 - Coverage:** 2 policies. Business Owner's Policy. Feb 22, 2019 - Feb 22, 2020. [View >](#)
 - Claims:** 10 mins. Average time taken to log a claim for a company of your size. [Report a claim >](#)
 - Documents:** View or download. Policy documents, COIs, endorsements and more. [View >](#)

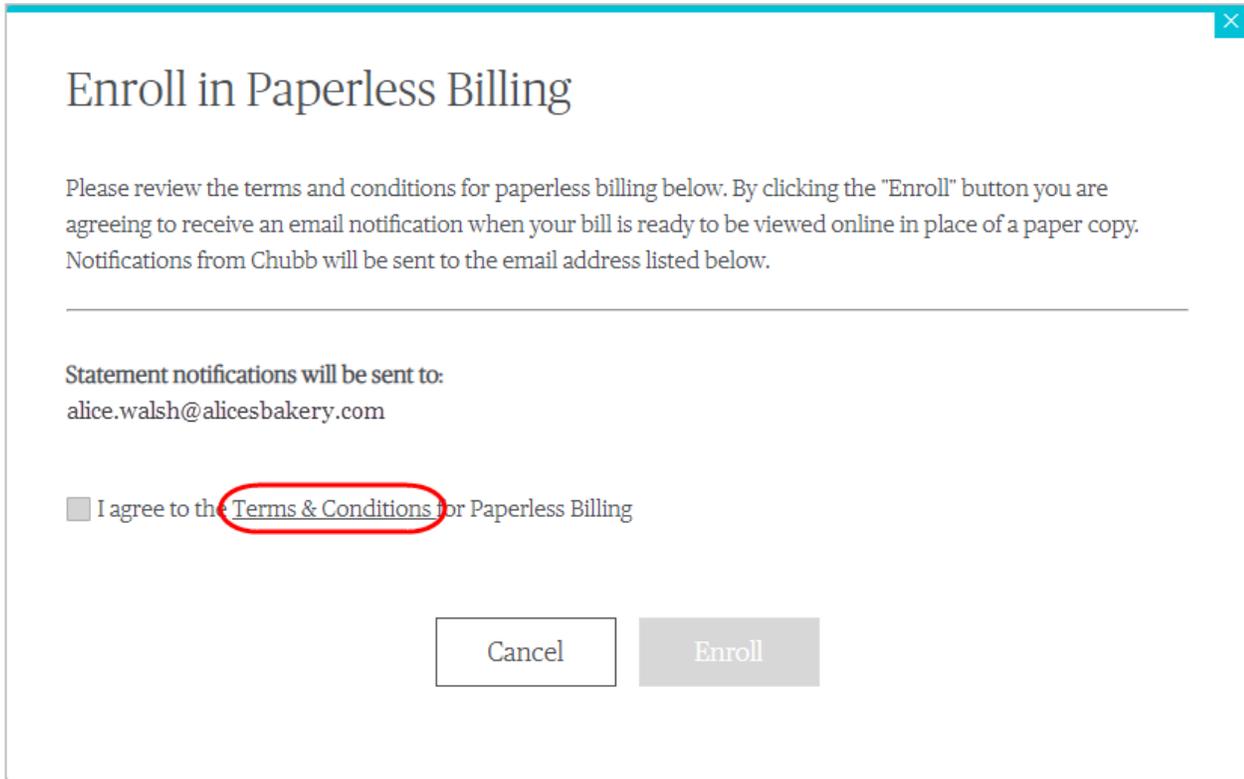
- Upon arriving on the Billing & Payments page, select **Enroll now** next to “Not enrolled in Paperless Billing.”

The screenshot shows the Chubb Billing & Payments page with the following elements:

- Navigation:** Dashboard, Coverage, **Billing**, Claims, Alerts, Profile, Logout.
- Header:** CHUBB logo.
- Section Header:** Billing & Payments.
- Text:** Information about your billing and payments, all in one place.
- Account Information:** Business Owner's Policy, Cyber ERM Policy. Account # 0200000000000000. Address: 10 South Main Street, Morristown, NJ 07963.
- Summary Table:**

MINIMUM DUE	PAYMENT DUE DATE	ACCOUNT BALANCE	
\$700.00	02/24/2020	\$700.00	Make a payment
- Enrollment Options:**
 - [Not enrolled in AutoPay](#) [Enroll now](#)
 - [Not enrolled in Paperless Billing](#) [Enroll now](#) (circled in red)
- Additional Links:** [View billing statements](#)
- Footer:** Show account activity and additional billing details

4. Next, review the terms and conditions for paperless billing by clicking **Terms & Conditions**.



Enroll in Paperless Billing

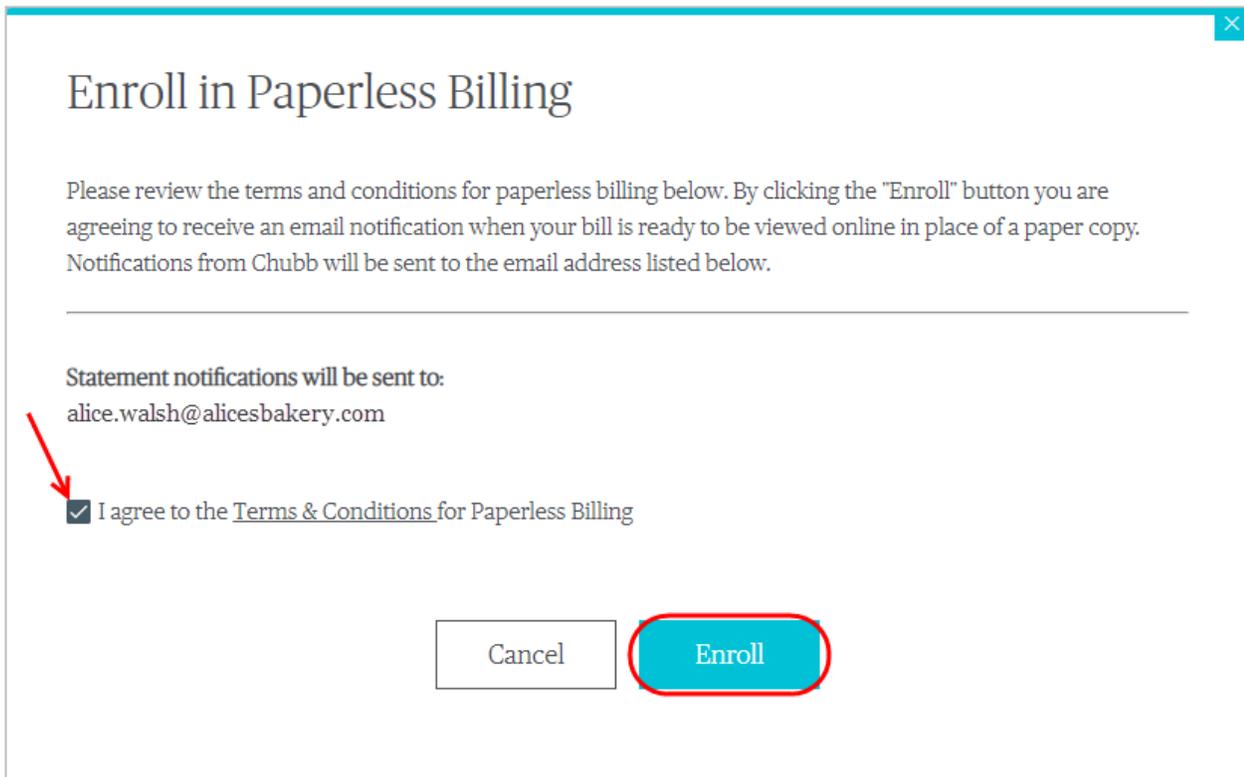
Please review the terms and conditions for paperless billing below. By clicking the "Enroll" button you are agreeing to receive an email notification when your bill is ready to be viewed online in place of a paper copy. Notifications from Chubb will be sent to the email address listed below.

Statement notifications will be sent to:
alice.walsh@alicesbakery.com

I agree to the Terms & Conditions for Paperless Billing

Cancel Enroll

5. Once you have read the terms and conditions, the checkbox next to "I agree to the Terms & Conditions for Paperless Billing" will be enabled. If you agree to the terms and conditions, check the box and click **Enroll**.



Enroll in Paperless Billing

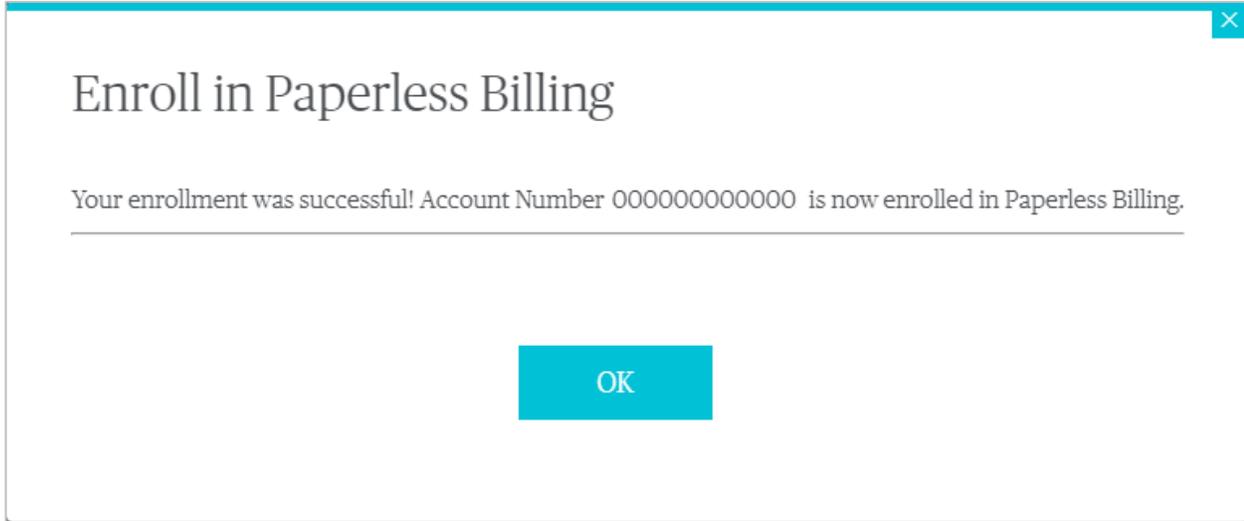
Please review the terms and conditions for paperless billing below. By clicking the "Enroll" button you are agreeing to receive an email notification when your bill is ready to be viewed online in place of a paper copy. Notifications from Chubb will be sent to the email address listed below.

Statement notifications will be sent to:
alice.walsh@alicesbakery.com

I agree to the Terms & Conditions for Paperless Billing

Cancel Enroll

6. Once completed, you will receive the following confirmation. Click **OK** and continue to navigate through the Chubb Commercial Client Center.



For questions, please contact Chubb Small Commercial Billing Services at 1.833.550.9660 or email scibilling@chubb.com.

Chubb. Insured.SM

Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit our website at www.chubb.com. Insurance provided by ACE American Insurance Company and its U.S. based Chubb underwriting company affiliates. All products may not be available in all states. This communication contains product summaries only. Coverage is subject to the language of the policies as actually issued. Surplus lines insurance sold only through licensed surplus lines producers.

Commercial Client Center

How to Enroll in AutoPay



Want to sign-up your Chubb insurance policy for recurring payments? Enroll in AutoPay by completing the following steps:

1. Begin by visiting the Chubb Commercial Client Center at <https://commercialservice.chubb.com>.

Enter your username and password and click **Sign in**.

CHUBB

Manage your policies

Login

Username Password

Sign in

New user? [Click here to activate your account.](#)

[Forgot Username](#) [Forgot Password](#)

Make a one time payment

If you are not already registered but would like to make a payment via debit or credit card, click Pay Now below.

[Pay Now](#)

Billing Questions? (833) 550-9660 | smallbizhelpdesk@chubb.com

2. Once logged in, select **Billing** from the top navigation.

CHUBB® Dashboard **Billing** Coverage Claims Alerts Profile Logout

Hi Alice
Welcome to the Chubb Commercial Client Center.
Alice's Bakery is Chubb Insured.

Payment details
Account Balance: \$700
Amount Due: \$700 by 02/24/2020
[Make a payment >](#)

Billing & Payments
\$700
Due date: 02/24/2020
Billing account: 0200000000000000
[View >](#)

Coverage
2 policies
Business Owner's Policy
Feb 22, 2019 - Feb 22, 2020
[View >](#)

Claims
10 mins
Average time taken to log a claim for a company of your size.
[Report a claim >](#)

Documents
View or download
Policy documents, COIs, endorsements and more.
[View >](#)

3. Upon arriving on the Billing & Payments page, select **Enroll now** next to “Not enrolled in AutoPay.”

CHUBB® Dashboard Coverage **Billing** Claims Alerts Profile Logout

Billing & Payments

Information about your billing and payments, all in one place.

Business Owner's Policy
Cyber ERM Policy

Account # 0200000000000000
Address: 10 South Main Street, Morristown, NJ 07963

MINIMUM DUE \$700.00	PAYMENT DUE DATE 02/24/2020	ACCOUNT BALANCE \$700.00	Make a payment
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[Not enrolled in AutoPay](#) **Enroll now** [View billing statements](#)

[Not enrolled in Paperless Billing](#) [Enroll now](#)

Show account activity and additional billing details

4. Next, select whether you would like your automatic payment to be the minimum amount due or the account balance in full.

CHUBB Dashboard Coverage Billing Claims Alerts Profile Logout

AutoPay Enrollment

End late pay worries. Signing up for Chubb AutoPay will ensure your payment is received on time, every time.

Payer Name
Alice Smith

Billing Account Number
02000000000000

Policies Included
Business Owner's Policy - H0001
Cyber ERM Policy - H0002

Step 1
AutoPay Details

Step 2
Review

Step 3
Confirmation

Select the amount of your payment

Minimum Amount Due: on the due date of the bill

Account Balance: on the due date of the bill

How would you like to pay?

+ Add Bank Account + Add Credit/Debit Card

Cancel Continue

5. To use a bank account for your automatic payments, select **Add Bank Account**.

CHUBB Dashboard Coverage Billing Claims Alerts Profile Logout

AutoPay Enrollment

End late pay worries. Signing up for Chubb AutoPay will ensure your payment is received on time, every time.

Payer Name
Alice Smith

Billing Account Number
02000000000000

Policies Included
Business Owner's Policy - H0001
Cyber ERM Policy - H0002

Step 1
AutoPay Details

Step 2
Review

Step 3
Confirmation

Select the amount of your payment

Minimum Amount Due: on the due date of the bill

Account Balance: on the due date of the bill

How would you like to pay?

+ Add Bank Account + Add Credit/Debit Card

Cancel Continue

Upon arriving on the Add a Payment Method page, select the account and banking type. Then enter a nickname for your bank account, name of the account, routing number, and account number. Re-enter your account number then click **Add**.

CHUBB

Add A Payment Method

BANK ACCOUNT

Account Type: Personal Business

Banking Type: Checking Account Savings Account

Give This Account a Nickname:

Name on the Account:

Routing Number:

Account #:

Re-enter Account #:

Pay to the Order of _____

⑆ 123456789 ⑆ 000123456 ⑆ 1111

Routing Number Account Number

Make sure to use your bank account number, not your ATM or Debit card number.

By clicking 'Add', you authorize us to use the account information provided above to debit the listed account. You also confirm the accuracy of the information provided, you are an authorized signer on the account, and you have sufficient funds available to cover the amount of any transactions you authorize. If you are an enrolled user, you authorize us to securely store your payment information for your future use. You may remove your Payment Account after you initiate your payment if you do not want it to be stored.

Add

[Cancel](#)

6. To use a credit or debit card for your automatic payments, select **Add Credit/Debit Card**.

CHUBB

Dashboard Coverage Billing Claims Alerts Profile Logout

AutoPay Enrollment

End late pay worries. Signing up for Chubb AutoPay will ensure your payment is received on time, every time.

Payer Name: **Alice Smith**

Billing Account Number: **02000000000000**

Policies Included: **Business Owner's Policy - H0001**
Cyber ERM Policy - H0002

Step 1 AutoPay Details

Step 2 Review

Step 3 Confirmation

Select the amount of your payment

Minimum Amount Due: on the due date of the bill

Account Balance: on the due date of the bill

How would you like to pay?

[Cancel](#)

Upon arriving on the Add a Payment Method page, enter a nickname for your credit/debit card, full name on the card, card number, expiration date, security code, and billing address. Then click **Add**.

CHUBB

Add A Payment Method

CREDIT OR DEBIT CARD

Give This Account a Nickname

Country: United States

City: jersey city

Full Name on Card

Address: 10 exchange pl

State: NJ - New Jersey

Card Number

Address2: (optional)

ZipCode: 07307

Expiration Date: MM/YY

Security Code: (5 or 4 digits)

By clicking "Add", you authorize us to use the account information provided above to debit the listed account. You also confirm the accuracy of the information provided, you are an authorized signer on the account, and you have sufficient funds available to cover the amount of any transactions you authorize. If you are an enrolled user, you authorize us to securely store your payment information for your future use. You may remove your Payment Account after you initiate your payment if you do not want it to be stored.

Add

[Cancel](#)

7. Next, verify the payment information you just entered and click the box next to, **I accept the Terms & Conditions**.

CHUBB

Dashboard Coverage Billing Claims Alerts Profile Logout

Review and Authorize

Take a moment to confirm the payment details are correct. When you're ready, accept the Terms & Conditions and authorize your AutoPay enrollment.

Step 1 AutoPay Details

Step 2 Review

Step 3 Confirmation

Your AutoPay Details [edit](#)

Payment amount: Full Account Balance

Payment date: On the due date of the bill

Pay from: Visa *****2019

I accept the [Terms & Conditions](#)

[Cancel](#)

Then select **Authorize Enrollment**.

CHUBB®

Dashboard Coverage Billing Claims Alerts Profile Logout

Review and Authorize

Take a moment to confirm the payment details are correct. When you're ready, accept the Terms & Conditions and authorize your AutoPay enrollment.

- Payer Name
Alice Smith
- Billing Account Number
02000000000000
- Policies Included
**Business Owner's Policy - H0001
Cyber ERM Policy - H0002**

Step 1 AutoPay Details **Step 2** Review **Step 3** Confirmation

Your AutoPay Details [edit](#)

Payment amount:	Full Account Balance
Payment date:	On the due date of the bill
Pay from:	Visa ****2019

I accept the [Terms & Conditions](#)

[Cancel](#) [Authorize Enrollment >](#)

You are now enrolled in AutoPay! Select **Return to Billing** or use the top navigation to continue exploring the Chubb Commercial Client Center.

CHUBB®

Dashboard Coverage Billing Claims Alerts Profile Logout

Thank You for Enrolling

Step 1 AutoPay Details **Step 2** Review **Step 3** Confirmation

Your Account Details

Billing account number:	02000000000000
Policies included:	Business Owner's Policy - H0001 Cyber ERM Policy - H0002

Your AutoPay Details

Payment amount:	Full Account Balance
Payment date:	On the due date of the bill
Paid from:	Visa ****2019

An email verifying your "AutoPay" enrollment has been sent to:
autobill@protonmail.com

[Print Enrollment Confirmation](#)

[Return to Billing >](#)

Want to unenroll in AutoPay?

1. Upon arriving on the Billing & Payments page, select the pencil icon next to “Enrolled in AutoPay.”

CHUBB® Dashboard Coverage Billing Claims Alerts Profile Logout

Billing & Payments

Information about your billing and payments, all in one place.

Business Owner's Policy Account # 02000000000000
Cyber ERM Policy Address: 10 South Main Street, Morristown, NJ 07963

MINIMUM DUE \$700.00	PAYMENT DUE DATE 02/24/2020	ACCOUNT BALANCE \$700.00	Make a payment
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[↕ Enrolled in AutoPay](#) [↕ View billing statements](#)
[↕ Not enrolled in Paperless Billing](#) [Enroll now](#)

Show account activity and additional billing details

2. Then select **Unenroll**.

CHUBB® Dashboard Coverage Billing Claims Alerts Profile Logout

AutoPay Enrollment

End late pay worries. Signing up for Chubb AutoPay will ensure your payment is received on time, every time.

Payer Name: **Alice Smith**
Billing Account Number: **02000000000000**
Policies Included: **Business Owner's Policy - H0001**
Cyber ERM Policy - H0002

Select the link below to unenroll this account from Autopay.
[Unenroll](#)

Step 1 AutoPay Details **Step 2** Review **Step 3** Confirmation

Select the amount of your payment

Minimum Amount Due: on the due date of the bill

Account Balance: on the due date of the bill

How would you like to pay?

Cash Back Credit: Visa ****2019 Exp01/21 [edit](#)

[+ Add Bank Account](#) [+ Add Credit/Debit Card](#)

[Cancel](#) [Continue](#)

3. Lastly, confirm your unenrollment by selecting **Unenroll**.

Unenroll from Autopay ×

By unenrolling, your current bill will no longer be paid. Select "Unenroll" to confirm or "Cancel" to remain in the AutoPay program. You can also update the payment method being used without unenrolling.

Unenroll Cancel

For questions, please contact Chubb Small Business Billing Services at 1.833.550.9660 or email smallbizbilling@chubb.com.

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Chubb is the marketing name used to refer to subsidiaries of Chubb Limited providing insurance and related services. For a list of these subsidiaries, please visit our website at www.chubb.com. Insurance provided by ACE American Insurance Company and its U.S. based Chubb underwriting company affiliates. All products may not be available in all states. This communication contains product summaries only. Coverage is subject to the language of the policies as actually issued. Surplus lines insurance sold only through licensed surplus lines producers.

Commercial Client Center

Provide your customers the ability to view their current policies, pay their bills, file claims, and more with the Chubb Commercial Client Center. You can provide your customers with access in one of two ways!

Option 1: At Policy Issuance

Simply enter your customer's first name, last name, and email address at policy issuance to begin the activation process.

Option 2: Via the Current Customer tab in the Chubb Marketplace

If you did not provide your customer access to the Client Center during issuance, simply follow these two steps:

Step 1



Visit the Customer Profile

After logging into the Chubb Marketplace, under the **Current Customer** tab, locate the **Business Name** of the customer you would like to provide access to and open their **Customer Profile**.

Step 2



Invite Your Customer

Once in your customer's **Customer Profile**, go to the **Account Actions** section. You will see an option to **"Invite your Customer to the Client Center."** Click this link and provide your customer's first name, last name, and email address. This will then send an automatic email to start the activation process.



Activation is easy!

Upon receiving the email, your customer will need to click the **Activate Now** button, provide their activation code (given within the email), zip code, and email address. Once submitted, your customer will follow the prompts to securely update their username and password and the activation process will be complete.

For more information, please contact your Chubb Small Business territory sales leader.

If your customer encounters issues activating or accessing the Chubb Commercial Client Center, please have them contact our help desk at 1.888.427.4854 for immediate assistance.

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