

# Multinational Claims Kit

CHUBB®

Designed for: BMC Software

In case of a medical emergency, evacuation or medical repatriation of mortal remains, please contact AXA Assistance.:

**Inside the U.S.**

1 855 327 1414

**Worldwide**

1 630 694 9764

*AXA Assistance will coordinate the submission of claims directly to the insurance company for payment.*

For applicable AD&D, inconvenience, or reimbursement medical claims, locate your country of residence below and follow the appropriate claims filing instructions:

Canada, Colombia, Hong Kong, Indonesia, Israel, Japan, Malaysia, New Zealand, Russia, Saudi Arabia, Singapore, South Africa, South Korea, Taiwan, Thailand, United Arab Emirates, United States

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Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Netherlands, Norway, Poland, Portugal, Spain, Sweden, United Kingdom

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Argentina, Australia, Brazil, China, India, Mexico, Switzerland

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**If your country of permanent residence is:** Canada, Colombia, Hong Kong, Indonesia, Israel, Japan, Malaysia, New Zealand, Russia, Saudi Arabia, Singapore, South Africa, South Korea, Taiwan, Thailand, United Arab Emirates, United States

### Submit Claims:

**Via E-mail:** ACEAandHClaims@chubb.com

**Via Mail:** Chubb North American Claims

P.O. Box 5124

Scranton, PA 18505

**Via Fax:** 302-476-7857

### Customer Service

**Phone:** 1-800-336-0627

**Hours:** 8:00 am - 4:30 pm EST

(Monday - Friday)

### After Hours (voicemail available) Call:

**Phone:** 302-476-6194 (Diane Basa)

**Phone:** 302-476-6361 (Angela Brueckman)

### Standard Claim Forms:

- Medical
- Baggage Delay
- Trip Cancellation/Interruption
- Accidental Death or Dismemberment

### Reporting Instructions:

Contact Chubb North American Claims at 1-800-336-0627.

1. Provide the policyholder name, policy number, type of claim, your name and mailing address to send the claim.
2. Send the following applicable information to Chubb North American Claims at the address shown above:

#### Medical Claim:

- Completed Claim Form
- An itemized bill for the treating physician
- Prescription - receipt showing your name and the cost of the medication

#### Baggage Delay Claim:

- Completed Claim Form
- Proof of purchase (receipts, credit card statements, etc.) to substantiate the claim value.

#### Trip Cancellation/Interruption:

- Completed Claim Form
- Attending Physicians statement complete by a physician.
- The amount of the non-refundable amounts paid for the trip.
  - Any cancellation charges imposed by a travel agency, tour operator, or other recognized travel supplier for the Covered Trip;
  - Any prepaid, unused, non-refundable airfare and sea or land accommodations;
  - Any other reasonable additional Trip expenses for travel, lodging, or scheduled events that are prepaid, unused, and non-refundable.
- The cost of a one-way economy air and/or ground transportation ticket.

#### Accidental Death or Dismemberment Claim:

- Completed Claim Form
- Medical records, police report, any autopsy report, and a final death certificate
- Travel itinerary

**If your country of permanent residence is:** Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, Netherlands, Norway, Poland, Portugal, Spain, Sweden, or United Kingdom

### **Submit Claims:**

**Via E-mail:** uk.claims@chubb.com

**Via Mail:** Chubb European Group  
Claims Department  
PO Box 682  
Winchester, SO23 5AG  
United Kingdom

**Via Phone:** +44 (0) 845 841 0059

**Via Fax:** 0141 285 2901

**In the event you need to file a claim, contact Customer Service or visit <https://www2.chubb.com/uk-en/claims/accident-health.aspx> for online access to claim forms.**

### **Standard Claim Forms:**

- Accident & Sickness
- Business Equipment
- Cancel & Curtailment
- Delay & Missed Departure
- Fatal Accident
- Hospitalization
- Legal Expenses
- Medical Expenses
- Personal Effects & Money
- Personal Liability

### **Reporting Instructions:**

1. Contact Chubb UK Claims Customer Service
2. Provide the policyholder name, policy number, type of claim, your name and mailing address to send the claim
3. Chubb UK Claims department will:
  - Guide you through the claim's handling process
  - Register your claim and give you the reference no and/or give you advice on how to proceed if needed
  - Send you the appropriate Claim Form with a list of all required documents to be submitted\*
  - Validate your insurance coverage
  - Evaluate and validate your claim
  - Settle payment of eligible claims

\* Remember to attach any itemized invoices with your claim to expedite processing

Claims bulletins are issued to each local office where a Locally Admitted Policy is implemented. The bulletin outlines the terms for the local policy as well as cover provided under the Master Policy. Please contact the Local Claim Office servicing the Locally Admitted Policy under which the loss occurred for the appropriate Claim Form and instructions for filing the claim.

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|------------------|---|---|
| <b>Argentina</b> | Javier Braschi<br>Javier.braschi@chubb.com<br>Phone +54(11) 4114-4035   | Chubb Seguros S.A.<br>Torre Alem Plaza<br>Leandro N. Alem 855 - Piso 19<br>Buenos Aires C1001AAD<br>Argentina   |
|                  | LATAM Multinational Claims Contact:<br>Emmanuel Munoz<br>Emmanuel.Munoz@chubb.com<br>Phone: +541141144026   | A&H MN LATAM Claims<br>Contact: erika.alba@chubb.com<br>Phone: +(5255) 3796-4362  |
|                  | David Nyholm<br>Retail Claims Manager<br>Dnyholm@Chubb.com<br>Phone: +02 927 30 178   | Chubb Insurance Limited<br>Chubb Claims<br>GPO Box 4065<br>Sydney NSW 2001, Australia   |
| <b>Australia</b> | Ongoing claims:<br>Phone: +1300 722 032<br>Fax: +61 2 9231 3697<br>OR<br>Communicate directly with the Claims<br>Examiner noted on the claim<br>acknowledgement   | New Claims:<br>A&HClaims.AU@Chubb.com<br>(legacy Ace policies)<br>AUS.ahclaims@Chubb.com<br>(legacy Chubb policies)<br><br>Emergency Chubb Assistance<br>Enquiries: +61 2 8907 5995 |
| <b>Brazil</b>    | Cassio Bedin, A&H Claims Manager<br><u><a href="mailto:cassio.bedin@chubb.com">cassio.bedin@chubb.com</a></u><br>+55 (011) 4504 - 4326<br><br>Rodrigo Bertuccelli<br>Claims Superintendent<br><u><a href="mailto:Rodrigo.Bertuccelli@chubb.com">Rodrigo.Bertuccelli@chubb.com</a></u> | Avenida Paulista 129417 e 18<br>andar<br>Sao Paulo, SP 01310-1185<br>Brazil   |

**China**

Chubb China Claims Inquiry Line:  
+86 400 889 2120  
Claims can be reported via email to Chubb  
China Email Inquiry:

[shanghai.claims@chubb.com](mailto:shanghai.claims@chubb.com)

or

[jiangsu.claims@chubb.com](mailto:jiangsu.claims@chubb.com)

Two Locations in China:  
Chubb Insurance (China)  
Company Limited  
Unit 901-905 and 907-908  
No. 1155, Fangdian Road  
Pudong New District, Shanghai,  
201204  
People's Republic of China  
Tel: 86-21-2325-6688  
Fax: 86-21-5292-5880

Chubb Insurance (China)  
Company Limited  
Unit 711/712  
No. 333 Middle Jiangdong Road  
Jianye District, Nanjing, Jiangsu  
Province, 210019  
People's Republic of China  
Tel: 86-25-5895-0058  
Fax: 8-25-5895-0068

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**India**

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Primary Phone: +91 22 6196 1419  
Mobile Phone: +91 8879776890

ICICI Lombard General  
Insurance Co. Ltd.  
414 Veer Savarkar Marg, Near  
Sidhhi Vinayak Temple,  
Prabhadevi, Mumbai, INDIA

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**Mexico**

Mrs. Erika Alba  
Claims Manager  
[erika.alba@chubb.com](mailto:erika.alba@chubb.com)  
Phone: +(5255) 3796-4362

Insurgentes Sur 619, Piso 2  
Mexico, D.F. 05120

LATAM multinational claims contact:  
[Emmanuel.munoz@chubb.com](mailto:Emmanuel.munoz@chubb.com)

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**Switzerland**

Ms. Stephanie Frey  
A&H Claims Manager  
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Phone: +49 (69) 75613 6585

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Lurgiallee 12  
Frankfurt 60439  
Germany

Mr. Peter Albrecht  
Claims Manager  
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[claims.service@chubb.com](mailto:claims.service@chubb.com)  
Phone: +49 (69) 75613 6722