

# The CCC Chronicle

News from your Chubb Customer Center Team

Volume 2, Issue 3

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The Chubb Customer Center, a division of Federal Insurance Company, operates as a full-service agency on behalf of fully appointed Chubb Personal Lines agents and brokers across the country. We act as an extension of your office, providing your Chubb customers with prompt, courteous, and professional service to help meet their personal insurance needs. Our key objectives are:

- Saving You Time and Money
- Servicing Your Customers
- Helping to Grow Your Business.

Our team's high level of expertise on Chubb's products and services allows them to clearly articulate the value provided under the Chubb Masterpiece policy. This helps to ensure our customers understand the full scope of the coverage provided and services available to them. Our consultative approach also allows us to retain clients by adjusting coverage, without compromising it, to meet the insured's current coverage needs, often providing more appropriate coverage at a savings or minimal increase for the insured.

Some of the services we provide to both you and your clients are:

- Customized marketing initiatives and reports
- Translation services for over 175 languages
- Coverage Consultations to review your client's current insurance needs.
- Binders/ID Cards/Certificates of Liability
- Masterpiece quoting options over the phone for new business, endorsements, and policy issuance.
- Home appraisal reviews for clients

We are available to both enrolled agents and insured's from 8:00 am to 8:00 pm (EST), Monday through Friday, and Saturdays from 10:00 am to 2:00 pm (EST).

We can also provide producer training and marketing support to your office staff either live or via webcast. For inquiries on our service, please contact CCC Manager, Jackie Vergne at (908) 572-2310 or [jvergne@chubb.com](mailto:jvergne@chubb.com) or Christina Miller, CCC Marketing Specialist (908)572-2366 or [christinamiller@chubb.com](mailto:christinamiller@chubb.com)



***If your client's home is located in a brush or woodland setting, they may face the very real threat of wildfire.***

Chubb's Wildfire Defense Services is a free loss-prevention program available to Chubb homeowner's policyholders in 14 Western states. In addition to providing wildfire education and property risk assessments, the service responds to wildfires through a network of certified wildfire fighters and the application of a highly effective fire-blocking gel. Chubb Wildfire Defense Services is offered at no additional charge to eligible Chubb Personal Insurance homeowner policyholders—but they must enroll to take advantage of this important service.

Wildfires have already started burning in major areas out west. Get your clients enrolled today!

Learn more go to <https://www.chubb.com/personal/insurance.jsp#/Chubb%20Services/Wildfire%20Services>

#### **Enhanced Online claim reporting**

Chubb Claims recently released a state-of-the-art overhaul to the online claim reporting application located on [www.chubb.com](http://www.chubb.com). In the initial 20 days following the launch, there has been an **18%** increase in claims reported online and the feedback from users has been very positive. The improved system provides Chubb agents and customers with a simplified electronic claim reporting option. If you need more information, please contact your marketing rep.



***There's been a hurricane. But your client is a thousand miles away. Chubb can help provide an assessment of their home with our complimentary Chubb Property Manager Service.***

**Chubb Property Manager** can help remote homeowners for whom we provide wind coverage in select states (currently available in Florida, South Carolina, Georgia and Harris County, Texas) by acting on a homeowner's behalf to assess damage to the client's seasonal or secondary home. Clients must complete and submit an enrollment form to participate in the program.

Chubb Property Manager can act on their behalf to accomplish the following time sensitive tasks, often in a matter of hours, which might otherwise take weeks to complete:

- Automatic deployment of Chubb representatives, who can provide a report on the condition of the home.
- At the customer's request, a claim can be quickly submitted if damage is discovered.

Learn more at [https://www.chubb.com/personal/insurance.jsp#/Chubb\\_Services/Chubb\\_Property\\_Manager](https://www.chubb.com/personal/insurance.jsp#/Chubb_Services/Chubb_Property_Manager)



***Your client's home is his or her largest asset. His or Her car may be the largest exposure to lawsuits. Both need the insurance protection of Chubb – and the Chubb Portfolio Discount (available in most states) makes combined coverage even smarter.***

There are two kinds of automobile insurance. There's Chubb. And there's ordinary. Chubb writes coverage more broadly than ordinary insurers—our policies have fewer limitations. And of course we are well known for our superb claim handling. Chubb has been standing behind its promises for more than 125 years. Maybe that's why 99% of Chubb customers surveyed would recommend Chubb to a family member or friend.

When we insure both your client's home and auto, he or she saves between 7%-15% on his or her auto and home premiums, depending on the state. It's been shown that when clients have multiple lines of business with a single provider, the retention rate for those clients goes up an average of 12%.

CCC would like to send our Automobile solicitation letter to your CCC enrolled clients with a Chubb homeowner's policy. CCC account executives take a consultative approach to selling, and provide a full account review to each client who responds to our mass marketing offers.

If you would like to participate, please contact Christina Miller at [christinamiller@chubb.com](mailto:christinamiller@chubb.com) to request that the letter be sent to your enrolled clients. Agents and insured's can learn more by watching the following video on Masterpiece Automobile Coverage <https://www.chubb.com/personal/insurance.jsp#/Automobiles>

***Auto Insurance from Chubb "Putting you in the driver's seat"***



Chubb refers to the insurers of the Chubb Group of Insurance Companies. Chubb Personal Insurance (CPI) is the personal lines property and casualty strategic business unit of Chubb & Son, a division of Federal Insurance Company, as manager and/or agent for the insurers of the Chubb Group of Insurance Companies. Chubb, Box 1615, Warren, NJ 07061-1615.

## Spotlight on the Team

*The relationship we have with our agent partners is very important to us. While we work with you day to day on a business level, we thought you might be interested in learning more about our team members!*



### **Barbara Moretti Senior Account Executive**

Barbara started her career with Chubb in 1991 and has worked in many departments along the way to her current position as a Senior Account Executive. She takes great satisfaction in assisting our enrolled agents and their clients with any questions or problems they may have.

A New Jersey native, Barb is an avid reader, enjoys traveling and spending time with friends. She is also a proud Grandma who loves to share her grandkids latest adventures.

### **Here's what some of our agents and clients have to say about Barbara:**

*"Barbara Moretti is invaluable to your customer service. She is fantastic, and I am so grateful."*

*"I would just like to make a comment. I had a representative by the name of Barbara and she was absolutely fantastic and I am very, very pleased. Thank you very much."*

*"I just got off the phone w/ Barbara Moretti and she was an absolute perfect help. She had amazing information, and understood, and came up with ideas that are really helpful. It was a great experience."*

*"My customer services representative was Barbara. She was incredible efficient and very patient and very kind. She explained everything in great detail and answered all of my questions. I always value the Customer Service line at Chubb because of the kindness and patience of the representatives there. It is also easy to reach them you do not have to wait a long time to talk to someone. Thank you."*



### **Judy Sockwell Senior Account Executive**

Judy joined Chubb in 1992 and has worked in a variety of departments which have honed her skills with extensive Masterpiece experience, product knowledge and working with high profile, complex accounts.

She loves the challenges each day brings and takes great pride in a job well done.

Another New Jersey native, when she isn't working, Judy enjoys spending time with her family, dining out and traveling to her favorite vacation spot, Maine.

### **Here's what some of our agents and clients have to say about Judy:**

*"Judy was magnificent, no problems, she was just perfect. Thank you."*

*"Thank you very much. OUTSTANDING SERVICE!!!!"*

*"Thanks much for your wonderful personal attention."*



At the Chubb Customer Center, we work hard to help our enrolled agents service their customers better and faster by making it easier for them to do business with us. We are pleased to offer CCC business solutions that will support your agency, delight your customers and free you up from routine questions and requests. We care about your customers as much as you do.

Our hours of operation are:  
**Monday - Friday:** 8:00 am - 8:00 pm (EST)  
**Saturday:** 10:00 am - 2:00 pm (EST)

CCC has designated contact resources for both agents and customers:

**Agents:** Phone: (800) 952-4822 Email: [ccc-agent@chubb.com](mailto:ccc-agent@chubb.com)

**Insureds:** Phone: (800) 777-2131 Email: [customercenter@chubb.com](mailto:customercenter@chubb.com)

**Expected Timeframe for Service Requests:**

**New Business Quotes:** 48 Hours if all required information is provided.

**Mortgagee Changes:** 48 Hours if all required information and insured authorization is provided.

**Endorsements:** 7 days if all required information is provided.

**Underwriter Approval:** 48 Hours if all required information is provided.

*All account executives have a "buddy" who will handle any outstanding issues in their absence. If at any time the account executive you are working with is out of office, please reach out to their buddy.*

Judy Sockwell – Amie Wasnak  
Cheryl Wood – Lily Ritner  
Regina Perez – Roxanne Vincent  
Jenn Fetzer – Barbara Moretti  
Gary Hernandez – Jeff Krause  
Eric Thorsen – Kevin Hawkins

Lisa Robinson – Debbie Beam  
Doris Miller – Josh Ungerleider  
Colleen Vitale – Manny Gandarez  
Rebecca Mariconda – Joe Ravi pinto  
Shanika Beale – Joanna Arcineagas  
Susan Beacht – Cadicia Forester

*Since 1993, The Chubb Customer Center: Saving time and money. Serving your customers. Growing your business.*