

# Chubb's Real Estate & Hospitality Industry Practice

Chubb's Real Estate and Hospitality (REH) Industry Practice provides customizable property and casualty insurance and risk management financing solutions for customers with REH exposures, backed by Chubb's financial strength, global capacity, risk engineering services, and claims expertise.

## Key Highlights

- Chubb has been a consistent insurer in the real estate and hospitality sector for decades, providing tailored and integrated insurance solutions across multiple lines of business for insureds of all sizes.
- Industry specialization in risk engineering, underwriting, and claims combined with our highly flexible products allow us to customize insurance solutions to meet our clients' unique needs.
- Chubb provides proactive services to get ahead of key risks associated with climate change and water damage, including the use of climate change assessments for clients' properties and technological solutions such as water sensors.

## World Class Services Offerings

- Network of 500 Global Risk Engineers with deep industry and technical knowledge.
- StreamLabs, Inc., A Chubb Company, provides a water sensor solution for Chubb clients to help prevent or minimize costly damage.
- Designated Chubb Claims Business Consultant (CBC) for REH Practice clients. Serves as single point of contact for the client to facilitate resolution of all escalated claim handling issues.
- Partnership with ESIS® Real Estate & Hospitality Practice to provide best-in-class claims service.

## Target Classes

### REAL ESTATE

- Building owners
- Commercial property managers
- Real estate service firms
- Financial institution RE programs
- Real estate investment trusts (REITs)

### HOSPITALITY\*

- Casinos
- Hotels / hotel managers
- Luxury resorts
- Mixed-use building

\* Large Account risks only, subject to minimum premiums

## CHUBB SOLUTIONS

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| <ul style="list-style-type: none"> <li>• Primary Casualty</li> <li>• Excess Casualty (incl. High Excess Westchester &amp; Bermuda)</li> <li>• Property &amp; Builder's Risk Master Programs</li> </ul> | <ul style="list-style-type: none"> <li>• Multi-Line Package policies</li> <li>• Environmental PPL</li> <li>• Professional Liability</li> <li>• Cyber Liability</li> </ul> | <ul style="list-style-type: none"> <li>• Accident &amp; Health</li> <li>• Multinational</li> <li>• Claims Administration through ESIS®</li> <li>• Global Client Executive services</li> </ul> |
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# What We Have Written Lately

Risk Description	Insurance Written	Premium Amount	The Chubb Difference
Boutique hotel portfolio	<ul style="list-style-type: none"> <li>Auto</li> <li>ESIS</li> <li>General Liability</li> <li>Property</li> <li>Umbrella</li> </ul>	\$3,100,000	Strong coordination between local Chubb leadership and the producer, as well as internally between local leadership, led to an expanded win on the casualty lines with ESIS as the TPA.
Self-Storage	<ul style="list-style-type: none"> <li>Auto</li> <li>ESIS</li> <li>General Liability</li> <li>Property</li> <li>Umbrella</li> </ul>	\$1,200,000	Chubb REH was able to round out this existing property client with the liability due to a strong relationship with the broker. Clear communication throughout the process, coupled with competitive pricing, and advantageous terms and conditions brought this win to Chubb.
Multifamily apartments	<ul style="list-style-type: none"> <li>Auto</li> <li>ESIS</li> <li>General Liability</li> <li>Umbrella</li> <li>Westchester High Excess</li> <li>Westchester Property</li> <li>Workers Compensation</li> </ul>	\$3,000,000	Due to nature of the insured's operations and growth in recent years, they were looking for a dedicated real estate carrier able to provide and service a large deductible option on the casualty program. We were able to provide a competitive structure on the primary, as well as supported lead. An in-person meeting with the client to highlight our team and capabilities solidified the win.
Owner & Manager of Office, Industrial, & Retail Properties	<ul style="list-style-type: none"> <li>Auto</li> <li>Package GL &amp; Property</li> <li>Umbrella</li> </ul>	\$400,000	Chubb Risk Engineering provided the insured with slip and fall metering, ADA consultation, and valuation guidelines. Our consultative approach, underwriting expertise, and competitive pricing & terms allowed the insured to feel comfortable moving the program to Chubb after a long relationship with the prior carrier.

# What We Have Paid Lately

- When winter storm Elliott struck in December 2022, properties in 20 states sustained wind, freeze, and water damage in addition to pipe breaks. Chubb responded to these REH clients with top-of-the-line mitigation services and around-the-clock coordination. As additional damages and new loss locations were discovered and reported well into 2023, Chubb continued to provide service to the same standard using its wide range network of mitigation and restoration vendors. This led to faster restoration. Chubb's single largest loss from this event was over \$15M.
- A customer of an insured's tenant tripped and fell in a pothole in the parking lot, causing a fractured ankle requiring surgery. The Chubb insured owned and maintained the property; although aware of the defect, they did not repair the pothole. The claim was investigated and a settlement of \$135,000 was paid.
- An apartment complex resident slipped and fell on a wet floor after stepping off an elevator, causing a hip injury requiring surgery. An insured employee was mopping the floor, however the wet floor sign and employee were not visible to those stepping off the elevator. Chubb, who insured the property manager, investigated, evaluated, and settled the claim pre-litigation for under \$200,000.

# Web Links

- [Insurance for Real Estate & Hospitality Clients](#)
- [Agent & Broker Resource Center](#)
- [Claims Service – What Makes Us Unique](#)

# WHY CHUBB?

- Underwriting Expertise
  - Tailored Solutions
- Risk Engineering Services
  - Superior Claims Service
- Global Reach
  - Financial Strength

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](http://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. Risks subject to full underwriting review and acceptance; premiums may vary. Reasons listed for why an insured chose Chubb based on perceptions of Chubb employees from communications with producers. Chubb, 202 Hall's Mill Road, Whitehouse Station, NJ 08889-1600.