

Key Contacts for Claims

Chubb in Hong Kong SAR

CHUBB®



Exceptional Claims Service

The Chubb claims service is delivered by over 600 claims staff within Asia Pacific. They are expert claims teams with large in country operations. We do not rely upon agents to handle our claims; they are handled by Chubb's own people. We have experts in all classes and a deep seated knowledge and expertise in all markets in which we operate.

What to expect when you have a claim

Experience has taught us the importance of being proactive when managing claims. We understand that focused, disciplined and decisive approach to claims handling will bring about an expedited outcome, which will often deliver an improved result.

Timely Assignment & Investigation

When we receive a claim, it is promptly assigned to a claims professional within Chubb who will review the policy, investigate the claim and contact the customer to determine an appropriate claims handling approach.

About Chubb in Hong Kong SAR

Chubb is the world's largest publicly traded property and casualty insurance company. With both general and life insurance operations, Chubb has been present in Hong Kong for more than 90 years via acquisitions by its predecessor companies. Its general insurance operation in Hong Kong SAR (Chubb Insurance Hong Kong Limited) is a niche and specialist general insurer. The company's product offerings include property, casualty, marine, financial lines and consumer lines designed for large corporates, mid-sized commercial & small business enterprises as well as retail customers. Over the years, it has established strong client relationships by being consistent and responsive, by offering market leading claims services and innovative products, and providing market leadership built on financial strength.

Contact Us

Chubb Insurance Hong Kong Limited
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979 King's Road,
Quarry Bay, Hong Kong
O +852 3191 6800
www.chubb.com/hk

Contact Our Claims Experts

Claims Services	Contact Person	Contact No.	For Reporting New Claim
Head of Claims, Greater China	Eric Fung	3191 6391 / 6390 2730	
Consumer Line & Accident and Health			
Business, Group and Leisure Travel: <ul style="list-style-type: none"> Chubb TravelWell Protection Plan Corporate Travel Care Executive Travel Care Overseas Education Protection 	Claims Hotline	2845 8068	Chubb Claim Centre: www.chubbclaims.com.hk
Group Personal Accident: <ul style="list-style-type: none"> Group Personal Accident 			
Home/Personal Insurance: <ul style="list-style-type: none"> MyHomeGuard 			
Property & Casualty Insurance			
Product:			
Casualty: <ul style="list-style-type: none"> Casualty Energy Construction Liability Multinational Program: Global Guard Product Liability & Public Liability Umbrella / Excess Liability 	Ivy Wu Erik Yao	3191 6571 3191 6561	CasualtyClaims.HK@chubb.com
Employees' Compensation: <ul style="list-style-type: none"> Engineering & Finance Special Trade, Manufacturing & Logistic Work Guard 	Suki Lau	3191 6583	ECClaims.HK@chubb.com
Environmental Impairment Liability: <ul style="list-style-type: none"> Contractors & Premises Pollution Liability 	Erik Yao	3191 6561	CasualtyClaims.HK@chubb.com
Financial Lines: <ul style="list-style-type: none"> Commercial Crime and Bankers Blanket Bond Cyber Liability Director & Officers Insurance Liability Investment Management Insurance Medical Malpractice Owners' Corporation Management Liability Professional Indemnity (including multi-year Single Project PI) Public Offering of Securities Insurance (IPO policy) 	Chevy Cheung	3191 6342	FinLinesClaims.HK@chubb.com
Marine: <ul style="list-style-type: none"> Freight Forwarder Liability Hull & Machinery Marine Cargo (General / Bulk / Project Cargo) 	Garfield Chan	3191 6566	MarineClaims.HK@chubb.com
Property & Technical Lines: <ul style="list-style-type: none"> Business Interruption Multinational Property Program: Terrorism Property All Risks (Hotel, Commercial, Residential, Industrial) Tech Lines: Contracts' All Risks (Superstructure & Civil), Erection All Risks (Plant & Equipment), Computer / Electronic Equipment All Risks, Power Generation & Energy 	Edmond Yeung Francis Yu	3191 6563 3191 6569	PropertyClaims.HK@chubb.com

Chubb. Insured.TM