

CHUBB

Business Travel Program Claims Kit

Designed for: Confluent, Inc.



Travel, Medical, & Emergency Assistance

Chubb partners with AXA Assistance (AXA), a leading global travel and medical assistance provider. For travel assistance service needs, including an emergency or a need for evacuation or repatriation of remains, please contact AXA. AXA will coordinate the submission of claims directly to Chubb for payment.

Inside the U.S.
+1-855-327-1414

Worldwide
+1-630-694-9764

Claims Process & Contact Information

For all other applicable claims, locate your country of residence below and follow the appropriate claims filing instructions. When contacting the Claims team, please be prepared to provide a description of the loss. The team will guide you through the claims handling process and outline what's needed to process the claim.

United States and all other countries not listed below	ACE American Insurance Company (Chubb) <u>US Master Policy Number:</u> ADD N11196226 <u>Online Claims Portal:</u> https://www.chubbclaims.com/ace/us-en/welcome.aspx <u>Email:</u> chubbaandhclaims@chubb.com <u>Phone:</u> Inside the US: 1-800-336-0627 Hours: Monday - Friday, 8:00 a.m. - 4:30 p.m. EST. <i>Leave a message after hours for a callback.</i> Outside US: Phone: 302-476-6194
Austria, Czech Republic, Denmark, France, Germany, Republic of Ireland, Italy, Netherlands, Poland, Spain, Sweden, United Kingdom	Chubb European Group SE <u>Online Claims Portal:</u> https://www.chubbclaims.com/ace/uk-en/welcome.aspx <u>Email:</u> UK.Claims@chubb.com <u>Phone:</u> +44 (0) 345 841 0059
Canada	Chubb Insurance Company of Canada <u>Email:</u> claims.A_H@chubb.com

India	ICICI Lombard General Insurance Co. Ltd. <u>Email:</u> ICICILombard@Falck.com
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Depending on the claim type and situation, the Claims team may ask for various items, which could include:

- Completed claim form (appropriate claim form will be provided by the Claims team)
- An itemized bill for the treating physician, which must include the patient's name, provider's name and address, date of service, services rendered, and diagnosis
- ***For prescriptions:*** Receipt showing your name, the name and cost of the medication, and the date the medication was purchased
- Medical records and a police report; in the event of a death claim, include an official death certificate and any autopsy report
- Travel itinerary
- Proof of purchase (receipts, credit card statements, etc.) to substantiate the claim value
- Police/incident report

Additional information may be requested as needed.

This information is a brief description of the important features of this insurance plan. It is not an insurance contract. Travel assistance services are non-insurance services provided by a third-party provider not affiliated with Chubb. Insurance benefits are underwritten by ACE American Insurance Company. Chubb NA is the U.S.-based operating division of the Chubb Group of Companies, headed by Chubb Ltd. (NYSE:CB) Insurance products and services are provided by Chubb Insurance underwriting companies and not by the parent company itself.