

Chubb COVID-19 Embargo Notification



Landlord Insurance Scheme Announcement

NEW POLICY SALES

Due to the recent events surrounding COVID-19, Chubb is placing an embargo (i.e. stopping all new sales) on all Landlord Insurance policies as of 5p.m. Wednesday 25th March 2020.

Chubb understands the impact this decision may have on you and the disruptions it may cause. However, we are navigating through unprecedented circumstances and need to take pro-active measures that ensure the long-term sustainability of the portfolio, so we can continue to maintain Chubb's high level of service and coverage for our existing customers.

EXISTING CUSTOMERS

In light of this decision, we want to ensure you that this embargo does not affect existing policy holders who purchased a Landlord's policy prior to 5p.m 25th March 2020 or any policies coming up for renewal.

We understand this may be a distressing and challenging time for individuals, but Chubb and Lockton are available to assist and making every effort to ensure the high level of service is maintained.

Chubb is operating as normal and their claims service continues without change. Chubb are ready to assist with any new claims which can be sent to aus.propertyclaims@chubb.com

Cover remains as per the current PDS and each claim is reviewed in line with policy terms, conditions and exclusions.

In case of a claim please submit the claim form for review, providing all supporting documentation as per our normal claim process.

We thank you for your co-operation in this matter and want to ensure you of Lockton's and Chubb's ongoing commitment to yourself. Please do not hesitate to reach out to your Lockton representative for specific assistance relating to your insurance policies, or any of our offices for general enquiries.

A handwritten signature in blue ink, appearing to read 'Peter Barron'.

Peter Barron

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