

Chubb selects Customer Care as Security Services partner for its corporate travellers

Sydney, 24 January 2011 Chubb Insurance signs up to ensure security for travelling policyholders

Customer Care Pty Ltd, the worldwide medical and travel Assistance Company, today announced the formal launch of its Security Services offering to Chubb corporate policyholders. Customer Care's Security Services provide the tools that support the health, well-being and security of employees travelling and working internationally and in high risk zones.

The service will help organisations care for their employees by keeping them informed on general and specific risks of travelling or working overseas, provide training to help them prepare for travel to higher risk locations and provide a 24-hour helpline should individuals encounter problems anywhere in the world.

Customer Care's pre-departure security services cover information on issues such as country risk profiles, potential security issues specific to a destination and tips on keeping safe whilst travelling, as well as training, emergency planning and site specific reports. Whilst away from home travellers can keep informed with daily e-mail updates and information on emerging events around the world as well as email or text alerts when something untoward occurs in the traveller's location, such a terrorist event, natural disaster or civil commotion. This enables clients to make informed decisions and take practical steps to ensure their personal safety and they can contact Customer Care 24 hours a day for information and assistance.

Clients have 24-hour access to Customer Care's contact centre with medical, security and case management experts who can assist with the most appropriate course of action to safeguard health, safety and wellbeing. Itinerary and GPS based tracking programs are available and, where required, Customer Care can provide access to the best available hospitals and specialists and deploy resources such as medical transport or security personnel for close protection and escort services.

Customer Care is now providing Chubb Insurance with risk information and emergency assistance security services, in addition to medical and travel assistance which have been provided by Customer Care to Chubb policyholders for the past nine years, allowing Chubb's clients to offer their customers greater piece of mind.

David Ferguson, Chief Executive Officer at Customer Care:

“Whether travelling for business or leisure, current world events continue to show the unpredictable risks that exist for travellers. The safety of our customers has always been our primary concern and through our security alliances around the world Customer Care’s security services are able to provide immediate advice and activate international security networks for on the ground service, maximising the safety of our client’s customers.”

David Foote, Assistant Vice President | Accident & Health Practice Leader – Chubb Personal Insurance at Chubb Insurance:

“Employers have a responsibility to do their best to ensure the health, safety and welfare of their staff when travelling for work or overseas postings. Customer Care gives our policyholders immediate and accurate risk information to best prepare for any trip. Our clients also have the knowledge that, should an incident occur, they have the team and resources to provide swift and effective emergency assistance.”

For more information contact Customer Care on +61 2 9202 8222