



# WORKERS COMPENSATION INSURANCE FROM CHUBB

## Information for Agents and Brokers

Did you know that in a single year there are more than 3,400,000 disabling injuries and 4,500 fatalities among America's 138,988,000 workers? The total cost to businesses: approximately \$156.2 billion, including 80,000,000 lost workdays and 18 cents of every dollar of pre-tax corporate profits! Although it is generally required by law to purchase workers compensation insurance, how insurers respond before and after an accident depends on the company and its level of dedicated resources.

A sound workers compensation program includes more than paying disability benefits. Chubb is among the top 15 underwriters of workers compensation insurance and a preferred carrier for those companies that value a coordinated approach to their insurance portfolio. In addition to a full complement of underwriting specialists, we have dedicated claims, managed care, premium audit, loss prevention and fraud specialists to serve you and your clients. It is the job of these professionals to stay on top of the many factors and issues that can influence and drive up the cost of workers compensation insurance.

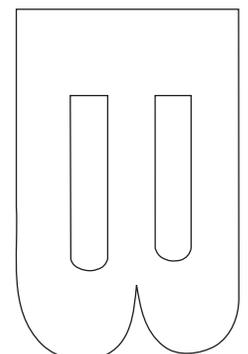
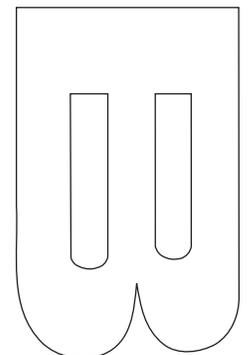
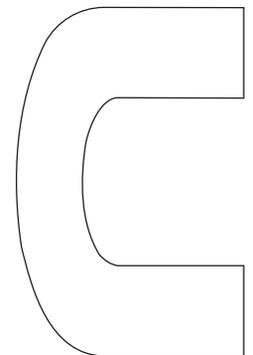
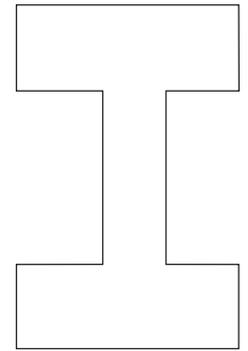
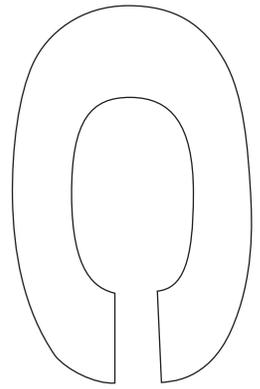
### TARGET CUSTOMER PROFILE

The following are classes of business that have historically contributed to our profitability. We will continue to focus our efforts on the retention and solicitation of companies in these market segments as part of a property/casualty insurance program.

- Business services such as legal, accounting and consulting
- Computer hardware and software manufacturing
- Computer programming and related services
- Cultural and educational institutions
- Instrument manufacturing and distribution
- Light-hazard manufacturing
- Medical equipment manufacturing and distribution
- Pharmaceutical manufacturing and distribution
- Publishing
- Telephone and communications companies

### WORLD CLASS SERVICE

If you are looking for excellent service...look no further. Chubb offers world class service, and we are not the only ones who think so. In the Goldman Sachs U.S. Research study of insurance agents and brokers, we are consistently among the highest-ranked insurance carriers for quality of service.



## LOSS CONTROL SERVICES

It is important to identify the causes of workplace injuries and illnesses. Chubb's Loss Control Services risk engineers help companies identify the causes of their workers compensation losses. Our Loss Control risk engineers partner with clients to determine solutions that contribute to the safety and health of the workforce and reduce the costs associated with workers compensation losses. Services offered to workers compensation insureds may include:

- **Slip and fall loss prevention.** Chubb has a comprehensive slip and fall loss prevention program that includes an analysis of losses, review of exposures, testing of floor characteristics and the evaluation of current management practices and procedures. As appropriate, recommendations for improvement are developed to address the causes of this leading workplace injury.
- **Management seminars.** Designed for managers and supervisors, these seminars teach fundamental loss control skills such as accident investigation, self-inspections, motivation and employee behavior.
- **Industrial hygiene testing.** Our risk engineers can help assess the risk of occupational disease among employees exposed to hazardous chemicals, noise, heat or other physical agents.
- **Ergonomic evaluations and training.** We can help train employees and supervisors in techniques for conducting workstation assessments and controlling repetitive stress injuries, such as carpal tunnel syndrome. We also offer guides and other materials to help develop a comprehensive ergonomic program.
- **Employee safety awareness programs.** We can help management establish programs to guide employees in preventing accidents through safe lifting, injury prevention and vision or hearing protection.
- **Fleet safety.** The operation of motor vehicles for company business is the leading cause of workplace fatalities. Vehicle crashes also cause severe employee injuries. Our Loss Control risk engineers help business owners develop a comprehensive fleet safety program that protects employee drivers.
- **Regulation review and consultation.** Our underwriters and loss control risk engineers can provide information on state or federal safety and health requirements, as well as applicable workers compensation regulations affecting employees.
- **Safety and health program assessment.** By evaluating current programs, we can help set standards for safety and health program implementation and allocation of appropriate resources.
- **Workers compensation risk management review.** A review of your clients' risk management program can help them assess the workers compensation safety program's strengths and weaknesses. In addition to services provided by our loss control professionals, Chubb has developed a number of tools to help you evaluate your loss experience and implement strategies for reducing loss activity.
- **Loss History Analyzer.** Using your loss history data, this software helps track and analyze loss trends over time and identify problem areas by location, source, injury type, cause and many other related factors. The program is equipped with graphing and reporting capabilities.
- **Basic safety practices.** The fundamental principles can help business owners prevent and reduce injuries in the workplace. These guides provide concise and practical information.
- **Office ergonomics/manual material handling.** We can provide lists of resources and references, program aids and purchasing standards to help establish programs for instructing employees.
- **I.C.E. (Indirect Cost Estimator).** This unique software program helps identify and quantify both direct and indirect costs associated with workers compensation claims. I.C.E. gets beneath the surface of work-related accidents to help companies better understand the costs and their effect on the business.

### Scenarios:

When a food manufacturer noticed an increase in upper arm strains, it contacted its Chubb Loss Control risk engineer to help find a solution. Our risk engineer conducted a loss analysis and worked with the plant manager to determine the source of the injuries. We consulted with the plant manager to determine the best solution to the problem, which resulted in a reduction of strains and a more efficient work practice.

A law firm was having problems with slip-and-fall accidents with employees and visitors in the lobby area of its office. Chubb Loss Control risk engineers helped identify contributing factors to the problem and workable solutions. Chubb also recommended design considerations for a newly purchased office building to reduce slip-and-fall accidents.

## CLAIM SERVICE

Chubb's hallmark claim service is often imitated but never duplicated - we have earned a reputation for providing claim service with empathy in a prompt and fair manner. Our service is based on the premise that early attention to an employee's injury, management of recuperation and a plan for returning to work benefits everyone. Statistics show that prompt attention to a worker's injury, followed by management of appropriate care, help to reduce expenses significantly.

### Rapid claim reporting

A delay of over 30 days can increase costs by as much as 55 percent over an injury reported shortly after it occurs. A prompt report of injury can result in fewer lost-time days and lessen the chance the injured employee will be dissatisfied with their employer's response. To help your clients report claims quickly and easily, our first notification of loss reporting system, CHUBBFirst, is at their service 24 hours a day. Our CHUBBFirst staff can personally take your clients' calls and help complete the claim notification. Via the Internet, our ClaimView tool gives your clients an up-to-the-minute "snapshot" of a claim.

### Litigation and recovery management

Although your clients may plan a workers compensation program carefully and execute it fairly, there are times when conflicts arise over benefits. Chubb can help your clients handle these situations and work to control litigation expenses and keep overall costs down. To this end, we:

- Use ADR (Alternative Dispute Resolution) as an avenue to resolution.
- Employ experienced workers compensation defense specialists.
- Vigorously defend fraudulent claims.
- Seek prosecution when fraud is suspected.
- Work to recoup claim costs when a third party may be liable for the loss.

### Proactive approach to managed care

Under workers compensation managed care programs, injured or ill employees receive appropriate, timely medical care that is provided in accordance with approved techniques for monitoring and delivering treatment. Chubb has affiliations with managed care networks (preferred provider organizations) in many states to help injured employees receive timely, appropriate care at a cost that makes sense. Our managed care programs can reduce medical expenses.

Here are some of the characteristics of our managed care programs that help your clients realize savings, yet care for injured employees:

- Managed care provider networks focused on occupational medicine
- Early attention to the injured employee via our nurse case managers
- Shorter periods of disability through appropriate medical treatment
- Payment for medical care commensurate with treatment rendered
- Reduced fees via network arrangements
- Early return-to-work program
- Pharmacy Benefit program

### Return-to-work program

Our return-to-work program can identify jobs and tasks that can be performed by injured employees, helping enable them to return to the workplace while they regain their previous work capacity. Chubb's return-to-work program combines best industry practices to develop a program that encourages a speedy recovery and reduces workers compensation costs.

## Prompt payments

Prompt delivery of disability checks and payment of appropriate medical fees contribute to employees' satisfaction, which is a benefit to your clients. To this end, Chubb exceeds state regulations and issues the first disability payment within 14 days of notification whenever possible.

## Help with fighting fraud

Workers compensation fraud is a lucrative "business" that adds greatly to the costs of workers compensation insurance. Chubb takes a strong stand and will not pay fraudulent claims. We can work with your clients to recognize signs of fraud and help educate against it. Our antifraud efforts include:

- Automatically reporting all lost-time workers compensation claims to the Insurance Service Organization (ISO) to check case histories.
- Using our Special Investigative Unit to look into suspicious claims and report fraud to local and state authorities.
- Encouraging clients to report suspected fraud to our fraud hotline at 1-800-35-CHUBB.
- Educating clients about what constitutes workers compensation fraud and the penalties if found guilty. We offer the businesses we insure a series of educational posters that vividly explain the consequences of committing fraud.

## TO LEARN MORE

There's more to workers compensation insurance than paying benefits. Your clients need specialized insurance protection. Call your local Chubb underwriter to learn more about our coordinated approach to providing workers compensation insurance.

<sup>1</sup>National Safety Council, *Injury Facts*®, 2004 Edition

