

ACE and Chubb are now one

ACE European Group Limited
A Chubb Company
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CHUBB

ACE Group has changed its name to Chubb.

Why have you changed your name?

ACE Limited has recently acquired Chubb Corporation, creating a new global insurance leader. The acquisition and change of name from ACE Group to Chubb was a commercial business decision for the two organisations and their shareholders.

Together, ACE and Chubb will offer an exceptional balance of products for its customers and an outstanding claims service. It will also create efficiencies, providing flexibility for the company to further invest in people, technology, products and service for the future.

How does it affect my insurance policy?

These changes do not affect your insurance policy.

They have no effect on the terms and conditions of your cover, the cost of your premium, the duration of your policy, or any claim or complaint which you have made or may make in the future.

All the phone numbers and postal addresses you use to contact us will remain the same. If we make any changes to these in the future, we will tell you at the appropriate time.

In respect of our email addresses, our email domain @acegroup.com has been replaced by @chubb.com although emails addressed to @acegroup.com will continue to reach us.

Do I need to do anything?

No, you don't need to do anything. You will not experience any changes to your policy benefits, terms and conditions or to the service you receive.

ACE European Group Limited registered number 1112892, ACE Underwriting Agencies Limited registered number 2287773 and ACE Europe Life Limited registered number 5936400, each registered in England & Wales with registered office at 100 Leadenhall Street, London EC3A 3BP. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority

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Is there any change to the way I make a claim or complaint?

No, these changes will have no effect on any claim or complaint which you have made or may make in the future. The phone numbers, email and postal addresses you use to contact us in order to make or progress a claim or complaint will also remain the same.

Will there be any further changes in the future?

We will update our marketing materials and policy documentation in the coming months to reflect the new Chubb brand. Some of the documents we send you will therefore look different in the future.

How will my policy be regulated in future?

There is no change to the regulatory status of your insurer. It remains authorised by the Prudential Regulation Authority (PRA) and regulated by the Financial Conduct Authority (FCA) and the Prudential Regulatory Authority (PRA) in the UK.

Where can I get further information?

If you have any further questions, visit our website new.chubb.com

Please note this site provides you with information about the acquisition of Chubb by ACE only. For any questions related to your policy, claim or complaint, please refer to the contact details provided in your policy documentation.

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