

Contact & instruction sheet for employees



Enrollment & coverage level questions: Prepare Benefits

Update demographic information, benefit elections, beneficiary designation, and confirm coverage.

Email: enrollassist@preparebenefits.com

Phone: 614-347-9791

Policy language questions: Chubb customer service

"Is this covered" type of questions. **FYI – if you are told you don't have coverage, please ask them to check the claims eligibility file.** Elected coverage can also be verified by Prepare Benefits.

LifeTime Benefit Term: 866-445-8874

Accident, Hospital Indemnity & Critical Illness: 866-445-8874

Accident, Hospital Indemnity & Critical Illness claim submission:

Online claim submission: chubb.com/workplacebenefitsclaims

First time users click on "register now"

OR

Call: 833-542-2013 (option 4, then option 2 to initiate a claim or option 3 to inquire about an existing claim) if you live in any state other than NY; 833-896-2968 if you live in NY

Pull the claim form from the Acc/CI/HI microsite:

<https://tchhn.benefitsinfo.com/chubb-benefits>

Complete form and submit via the following:

Email: CWBClaimsTeam@chubb.com

Mail: P.O. Box 6803, Scranton, PA 18505-6803

Fax: 312-351-7120

Lifetime Benefit Term (LBT) claim submission:

Pull the LBT claim form from the LBT microsite:

<https://tchhn.benefitsinfo.com/chubb-lifetime-benefit-term>

Email the form to Prepare Benefits at enrollassist@preparebenefits.com to complete the Employer section. They will complete the Employer section and return to the beneficiary for completion.

Complete the remainder of the form and submit via the following:

Call: 888-499-0430

Mail: P.O. Box 6700, Scranton, PA 18505-0700

Fax: 312-351-6930

Portability instructions:

Pull the Portability form for the desired coverage from the respective microsite below:

Accident/Critical Illness/Hospital Indemnity:

<https://tchhn.benefitsinfo.com/chubb-benefits>

LifeTime Benefit Term:

<https://tchhn.benefitsinfo.com/chubb-lifetime-benefit-term>

Please note, for Conversion of LBT, you need to call the number above to get a quote.

Email the form to Prepare Benefits at enrollassist@preparebenefits.com to complete the Employer section. They will fill in the benefit information and return to you for completion.

Complete the remainder of the form and submit via the following:

PORTABILITY (LBT, ACC, CI, HI) /CONVERSION (LBT only)

Email: CWBPortabilityConversion@Chubb.com

Call: 866-445-8574

Mail: Chubb, P.O. Box 6703, Scranton, PA 18505-0703