



PIER Pollution Incident and Environmental Response

PIER is a value-added program designed to assist Chartis insureds with access to emergency response vendors for pollution related incidents, regardless of whether the incident is covered under the policy.

To initiate **PIER** response:

1. Call our toll-free, 24-hour emergency response hotline: **1-877-PIER-NOW**
(1-877-743-7669)
2. Enter a call-back number, including an area code, or dictate a text message
3. Promptly receive a call back from an on-call Chartis representative
4. Describe the nature of the incident and services that are needed

PIER Pollution Incident and Environmental Response

- Access to a nationwide network of contractors
- Pre-negotiated rates with vendors
- No registration costs or added fees

For more information, please visit
www.chartisinsurance.com/us/pier



Use of the PIER Program hotline does not satisfy your notice requirements for filing a claim. For proper claim notification procedures, please refer to your insurance policy. Use of the PIER Program does not imply that the incident will be covered under the terms and conditions of any insurance policy issued by a property or casualty insurance subsidiary or affiliate of Chartis, Inc. Please refer to the actual insurance policies for complete details of the coverage. Coverage depends on the actual facts of each case and each individual policy. Services will be provided by non-Chartis third parties after retention of such third parties by you.

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