

## Value-Added Policyholder Advantages



At Chartis, we enhance the coverage of every environmental insurance policy we provide by giving insureds complimentary access to the following market-leading tools and programs proven to help manage environmental risk, mitigate environmental losses, and optimize emergency response.

### **Pollution Incident and Environmental Response (PIER)**

*Supporting a swift, sure response to environmental incidents*

PIER provides our policyholders with access to pre-screened crisis management specialists who respond in a timely manner to environmental incidents at pre-negotiated rates regardless of whether the incident is covered under the policy. PIER's robust network of resources includes: emergency spill response contractors, environmental consultants, cause and origin investigators, regulatory specialists, waste disposal experts, air quality and plume modeling firms, community/media relations firms, and more. Environmental policyholders are enrolled automatically in PIER... so specialists are just a call away from day one.

To access the right resources to respond to an environmental incident, call PIER: 1-877-PIER-NOW (743-7669).

*The loss-mitigating power of our PIER network has saved millions for policyholders.*

### **RiskTool System**

*Risk management tools and resources at your fingertips*

RiskTool System brings together a myriad of information companies need to manage environmental health and safety (EH&S) programs in one virtual "reference desk." Included are:

- State, federal and international EH&S regulatory information
- Global environmental risk management guidelines
- Links to current government regulatory agency programs and resources
- Cost-efficient access to EH&S training

RiskTool System, a complimentary web-based system, also supports on-line management and tracking of EH&S issues and provides templates that are a turnkey way to put an EH&S program in place.

Registration is quick and easy! Just follow the links at [www.risktool.com](http://www.risktool.com).

### **SCAN<sup>SM</sup> (Specialty Claims Assistance Network)**

*Helping to prevent and mitigate costly indoor air quality claims*

The Specialty Claims Assistance Network (SCAN) provides policyholders with access to a specialist to swiftly address indoor air quality issues, helping insureds mitigate water and mold damage.

Indoor air quality issue? Initiate a quick response with SCAN: 1-877-743-7669.

# Value-Added Policyholder Advantages

Continued

## Claims

*At Chartis, our depth of experience can't be replicated*

As part of the organization that provided the very first environmental insurance policy, Chartis has established its claims operation over decades... and accumulated decades of claims experience. This experience optimally equips us to identify trends and proactively help policyholders to minimize exposures and control losses.

Our pollution claims operation, with 80+ claims specialists, is the largest in the industry. The depth and breadth of our operation means we can devote expertise to environmental claims of all types, such as mold, transportation spills or large toxic tort cases.

First Notice of Loss is easy, 24/7.  
Report claims by fax or email:  
Fax: 866-260-0104  
Email: [severityfnol@chartisinsurance.com](mailto:severityfnol@chartisinsurance.com)

Mail: Chartis Claims, Inc.  
101 Hudson Street, 31 Fl.  
Jersey City, NJ 07302  
Attn: CID

In 2008 in the U.S. alone,  
Chartis U.S. paid \$17.7 billion  
in policyholder claims.

## Transportation Loss Control

*Promoting positive driving behavior and improving loss reduction*

Our loss control programs can provide insureds with a number of transportation-related programs, such as driver monitoring programs and mock Department of Transportation audits.

To learn more, contact: [environmental@chartisinsurance.com](mailto:environmental@chartisinsurance.com).

## Environmental Portal

*Tracking insurance for multiple real estate portfolios made simple*

Environmental Portal lets brokers and policyholders track environmental insurance policies for multiple real estate portfolios with ease. Using the secure, Internet-based system, policyholders can check the status of coverage requests 24/7, upload and download policy-related reports and documents, correspond with Environmental underwriters, and more.

To request log-in credentials for Environmental Portal, visit [www.chartisinsurance.com](http://www.chartisinsurance.com).

**Chartis, one the nation's leading providers of environmental insurance, underwrites environmental insurance through 13 strategically placed offices countrywide.**

## Contact

1-800-348-4314  
[environmental@chartisinsurance.com](mailto:environmental@chartisinsurance.com)  
[www.chartisinsurance.com](http://www.chartisinsurance.com)



Chartis is a world leading property-casualty and general insurance organization serving more than 40 million clients in over 160 countries and jurisdictions. With a 90-year history, one of the industry's most extensive ranges of products and services, deep claims expertise and excellent financial strength, Chartis enables its commercial and personal insurance clients alike to manage virtually any risk with confidence.

Chartis is the marketing name for the worldwide property-casualty and general insurance operations of Chartis Inc. For additional information, please visit our website at [www.chartisinsurance.com](http://www.chartisinsurance.com). All products are written by insurance company subsidiaries or affiliates of Chartis Inc. Coverage may not be available in all jurisdictions and is subject to actual policy language. Non-insurance products and services may be provided by independent third parties. Certain coverage may be provided by a surplus lines insurer. Surplus lines insurers do not generally participate in state guaranty funds and insureds are therefore not protected by such funds.



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