

PIER (Pollution Incident and Environmental Response)



A Nationwide Network for An Immediate Response

For close to thirty years, Chartis has remained the nation’s top environmental insurance provider by monitoring and responding to the marketplace and by tracking changes in the law, in the industry, and in the types of environmental risk. Our goal has always been to provide real value-added programs with our policies—not only the comfort of financial security, but also the means to respond quickly and effectively to a pollution incident.

The Pollution Incident and Environmental Response (PIER) Program is an efficient mechanism in the industry to provide that response. PIER is a nationwide network of environmental and emergency response contractors and specialists trained to manage every stage of a pollution incident. One call from an insured sets a locally-based operation in motion, and within hours the correct team for every phase of the response can be assembled—from the initial emergency assessment, to site cleanup, to community relations. Each provider within the network has been vetted, and pre-set discounted rates negotiated with each of them, so you know your response is handled by a professional when you make the call to PIER: an integrated team, set rates and an efficient solution at every stage.

The PIER Program is a value-added program that accompanies every Environmental policy—no extra cost, no out-of-pocket registration expenses. Just another standard feature from the nation’s premier environmental insurance provider.

One Phone Call, One Solution

One phone call to our toll-free, 24-hour hotline initiates the PIER response. From that point on, every PIER contractor in the network is at the client’s disposal. With an average response time of two hours within the US and parts of Canada, accessing the PIER network can get locally based specialists on the job immediately to minimize damage, manage the public impact of the incident, and begin reclaiming the site.

A Powerful, Customized Response

The PIER network includes specialists in:

- Emergency spill response
- Environmental consultation
- Cause and origin investigation
- Regulatory consultation
- Waste disposal
- Air quality and plume modeling
- Community relations

- Nationwide network of contractors
- Average two-hour response time
- Pre-negotiated contractors’ rates
- No registration costs or fees

To assure that you are confident using the PIER team, the vetting of each of these contractors includes checking their labor and equipment rates, statement of qualifications, insurance certifications, and references. While access to PIER is provided with every Chartis policy, an insured is not obliged to use PIER contractors for any or all of its emergency response.

PIER (Pollution Incident and Environmental Response)

Continued

Insured Enrollment Costs: \$0

The PIER Program is a part of every Environmental policy. To date we have documented more than \$5 million in savings to our insureds.

The New Standard in Pollution Response

With any pollution incident, the goal is always a fast, effective response. With Environmental, your access to that response is an essential part of every policy--for any business, of any size.

No matter where you are, PIER is there.

How PIER response works

- Call the PIER hotline (1-877-PIER-NOW) anytime, 24 hours a day, seven days a week
- Enter a call-back number
- Within minutes, receive a call from a trained consultant
- Describe the response you need and the services you wish to use
- PIER network providers in your area are connected to you
- PIER contractors bill the insured directly, according to pre negotiated rates

If You Had an Environmental Accident You'd Want the Best Team to be There.....*Immediately.*

For More Information on Chartis Products

800 348 4314 Telephone
environmental@chartisinsurance.com Email
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. 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.