

# Fire Protection

## Impairment Form

**Completing this Form**

All impairments to fire protection equipment should be recorded and strictly controlled by site management. This form should be used to notify Insurance Company of North America, Taiwan Branch, a member of Chubb Group, when fire protection systems (sprinkler systems, fire detection systems, gaseous agent fire suppression systems, etc.) are impaired in accordance with the following criteria:

- Impairment/isolation exceeds 8 hours duration or extends overnight and
- Impairment/isolation affecting more than 10% of the complex/building.

The completed form should be emailed to Chubb at CustomerService.TW@chubb.com

The relevant section of the form should be completed and further notification provided once protection is restored.

**\*\* The Extent Of The Impairment Should Be Limited To Specific Areas Or Alarm Zones \*\***

**Section A – to be completed by the Insured**

Insured Name:			
Location/Site Address:			
Systems Impaired:	Smoke Detectors	Thermal Detectors	Fire Pumps
	Alarm Panel	Alarm Connection	Water Supply
	Sprinklers	Hydrants	Other:
Description of Impairment:			
Reason for Impairment:			
Impairment Start Date:		Time:	
Impairment End Date:		Time:	
Impairment Reported By:			
Name:			
Title:		Phone:	
Email:			

Please indicate the precautions by local management below:

Fire brigade notified?	N/A	Yes	No
Managers and/or supervisors in the impaired area notified?	N/A	Yes	No
Is the impaired area monitored by a heat/smoke detection system?	N/A	Yes	No
Are additional fire extinguishers available in the impaired area?	N/A	Yes	No
Is hydrant/hose reel system operational in the impaired area?	N/A	Yes	No
Are additional security patrols or a fire watch in place?	N/A	Yes	No
Have hazardous operations such as hot work been discontinued?	N/A	Yes	No

Additional Precautions or Comments:			

**Section B – to be completed by Chubb**

Additional Recommended Actions:			
Submitted By:			
Date:		Phone:	

**Section C – to be completed by the Insured once Fire Protection Systems are Restored**

Date System Restored:			
Restoration Notified By:		Phone:	

**Section D – Statutory Declaration**

**Privacy Statement**

Insurance Company of North America, Taiwan Branch (Chubb) is committed to protecting your privacy. This document provides you with an overview of how we handle your personal information. Our Privacy Policy can be accessed on our website at [www.chubb.com/tw](http://www.chubb.com/tw).

**Personal Information Handling Practices**

*Collection, Use and Disclosure*

We collect your personal information (which may include sensitive information) when you are applying for, changing or renewing an insurance policy with us or when we are processing a claim in order to help us properly administrate your insurance proposal, policy or claim.

Personal information may be obtained by us directly from you or via a third party such as your insurance intermediary or employer (e.g. in the case of a group insurance policy).

When information is provided to us via a third party we use that information on the basis that you have consented or would reasonably expect us to collect your personal information in this way and we take reasonable steps to ensure that you have been made aware of how we handle your personal information.

The primary purpose for our collection and use of your personal information is to enable us to provide insurance services to you. Sometimes, we may use your personal information for our marketing campaigns, in relation to new products, services or information that may be of interest to you.

We may disclose the information we collect to third parties, including service providers engaged by us to carry out certain business activities on our behalf (such as assessors and call centre in Taiwan). In some circumstances, in order to provide our services to you, we may need to transfer personal information to other entities within the Chubb Group of companies (such as the regional head offices of Chubb located in Singapore, UK or USA), or third parties with whom we or those other Chubb Group entities have sub-contracted to provide a specific service for us, which may be located outside of Australia (such as in the Philippines or USA). Please note that no personal information is disclosed by us to any overseas entity for marketing purposes.

In all instances where personal information may be disclosed overseas, in addition to any local data privacy laws, we have measures in place to ensure that those parties hold and use that information in accordance with the consent you have provided and in accordance with our obligations to you under the Taiwan Personal Data Protection Act 2012.

**Your Choices**

In dealing with us, you agree to us using and disclosing your personal information as set out in this statement and our Privacy Policy. This consent remains valid unless you alter or revoke it by giving written notice to our Privacy Officer. However, should you choose to withdraw your consent it is important for you to understand that this may mean we may not be able to provide you or your organization with insurance or to respond to any claim.

**How to Contact Us**

If you would like a copy of your personal information, or to correct or update it, please contact our customer relations team on 0800 339 899 or email [CustomerService.TW@chubb.com](mailto:CustomerService.TW@chubb.com)

If you have a complaint or would like more information about how we manage your personal information, please contact via 0800 339 899 or email [CustomerService.TW@chubb.com](mailto:CustomerService.TW@chubb.com)

## About Chubb in Taiwan

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Chubb is the world's largest publicly traded property and casualty insurance company. With operations in 54 countries, Chubb provides commercial and personal property and casualty insurance, personal accident and supplemental health insurance, reinsurance and life insurance to a diverse group of clients. As an underwriting company, we assess, assume and manage risk with insight and discipline. We service and pay our claims fairly and promptly. The company is also defined by its extensive product and service offerings, broad distribution capabilities, exceptional financial strength and local operations globally. Parent company Chubb Limited is listed on the New York Stock Exchange (NYSE: CB) and is a component of the S&P 500 index. Chubb maintains executive offices in Zurich, New York, London and other locations, and employs approximately 31,000 people worldwide.

Chubb, via acquisitions by its predecessor companies, has been present in Taiwan for over 20 years. Its operation in Taiwan (Insurance Company of North America, Taiwan Branch) provides specialized and customized coverages, including Marine, Property, Liability, Energy, Professional Indemnity, Directors & Officers, Financial Lines, Utilities, as well as Accident & Health insurance, to a broad client base. Chubb is a major insurer of many of the country's largest companies. With over 150 staff in Taiwan, it has a wealth of local expertise backed by its global reach and breadth of resources. More information can be found at [www.chubb.com/tw](http://www.chubb.com/tw)

## Contact Us

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