

Business Travel Claims Case Studies

Case Study 1

CLAIM COST:
ZAR 550,000

POLICY BENEFITS:
✓ Overseas Medical Expenses
and repatriation



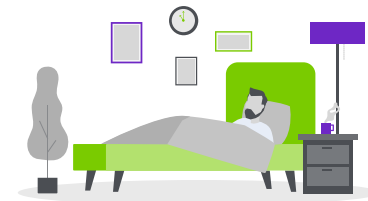
1. The Event

We received a call from the client at our 24/7 emergency assistance centre. Our client, who was usually based in the UK, was travelling in the US and had developed a high fever and flu-like symptoms.



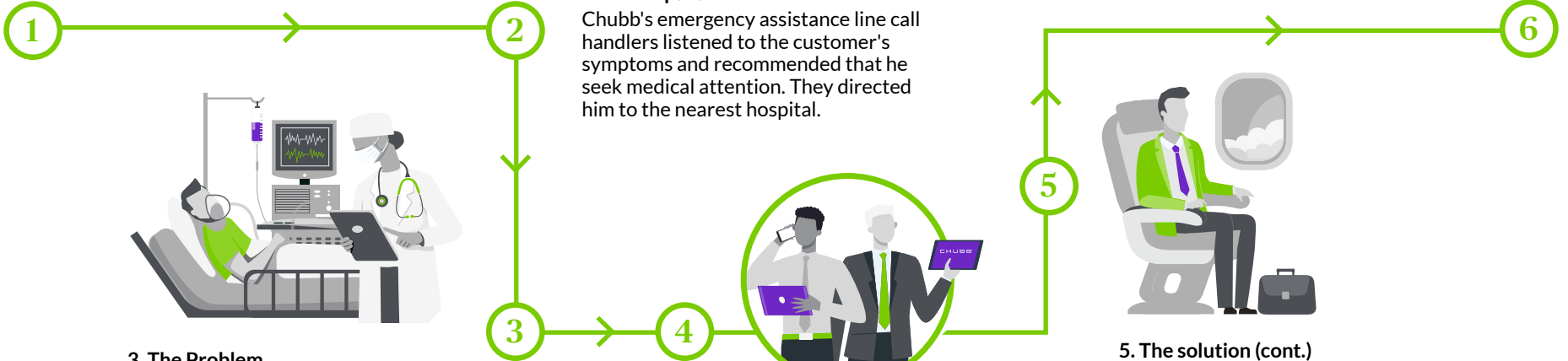
2. The Impact

Chubb's emergency assistance line call handlers listened to the customer's symptoms and recommended that he seek medical attention. They directed him to the nearest hospital.



6. The Outcome

After a week-long stay in the hospital, he was discharged. The emergency assistance team arranged a hotel room for him to continue his recovery until he was fit enough to fly home.



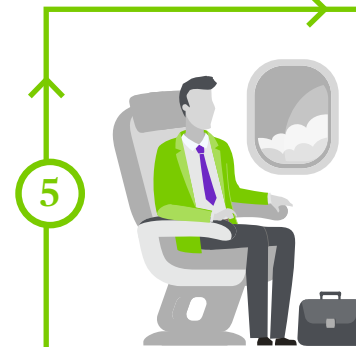
3. The Problem

He was admitted to the emergency department and was subject to diagnostic tests. Doctors determined that he was suffering with pneumonia and required treatment in hospital as an in-patient.



4. The Solution

The emergency assistance team liaised with the hospital to arrange payment for the treatment and ensured that the customer was satisfied with his care.



5. The solution (cont.)

Chubb arranged for a replacement employee to travel to the USA to continue with the business meetings that the customer was unable to complete.