



GUIDE TO SUBMITTING A CLAIM

This is a guide produced by The Outward Bound Trust to assist with the completion of the online Chubb claim form. It is to be used in the event you need to submit a claim through the cover provided by Chubb Insurance Company of Europe SE arranged by Marsh Brokers Ltd provided to persons attending Outward Bound® courses.

Useful information

- You can submit your claim online, this is available 24 hours a day, 7 days a week. www.chubbclaims.co.uk
 - The Outward Bound policy number is UKBOTD01630.
 - The details on page 1 are those of the claimant, and should be the details of the young person/school (or visiting member of staff if claiming for themselves)
 - Please contact enquiries@outwardbound.org.uk for a Cancellation Invoice, this will evidence your booking with The Trust and monies paid. It will also confirm your travel dates and destination.
 - Please make sure you save a copy of any additional documentation that you submit with your claim.
 - Chubb's phone number is +44 (0) 345 841 0059 or email uk.claims@chubb.com for any issues
 - Alternatively if you require help completing the form etc please contact Irene Wilson at Marsh Brokers Ltd: irene.Wilson@marsh.com
 - Please be aware that once submitted, claims can take some time to be processed and authorised and during this time there might be a requirement for further details.
 - **Please note we can assist with the details we have access to, but we are unable to advise or comment on the outcome of the claim itself.**