

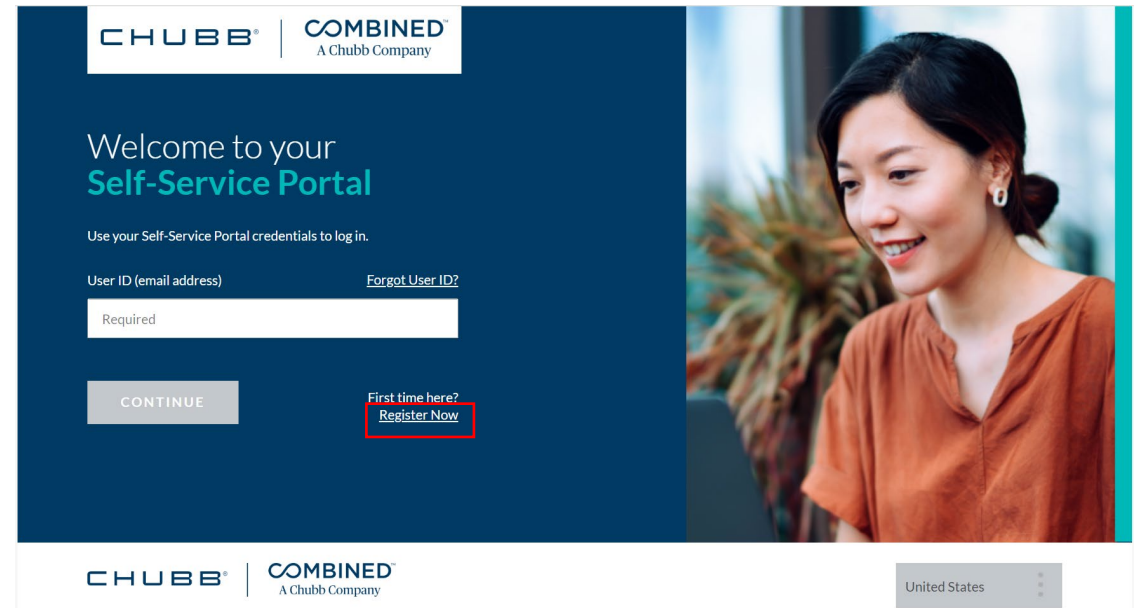
CHUBB®

Chubb Self-Service Portal

New Claims Portal Registration Guide

Register for Self-Service Portal

- Navigate to: www.chubb.com/workplacebenefitsclaims
- Click **Register Now**



Register with SSN

Do Not Select “Register with Phone Number” or “Register with Policy Number”

- Click **Register with SSN**

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Let's register your Self-Service Portal Account

How would you like to register?

Please **do not** try to register with phone number.

Please **do not** try to register with policy number.

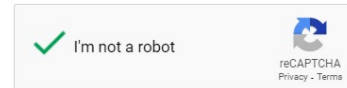
REGISTER WITH SSN

Get in touch Send Us A Message Questions? Call 800-225-4500

Register with SSN

Using your Social Security Number:

- Enter your **First name**
- Enter your **Last name**
- Enter your **Date of birth**
- Enter your **Last 4 digits of SSN**
- Click **box** next to “I’m not a robot”
- Click **Find My Account**



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Registration

- Step 1: Find your account
- Step 2: Link your email
- Step 3: Create your account credentials

Let's find your account

Please make sure you type your name exactly the same as you did on your application so we can find your account.

| | |
|---------------------------------------|---------------------------------------|
| First name | Last name |
| <input type="text" value="Sample"/> | <input type="text" value="Employee"/> |
| Date of birth | Last 4 digits of SSN ? |
| <input type="text" value="1/1/1900"/> | <input type="text" value="1234"/> |

I'm not a robot

* SSN registration - Applicable for US customers only and for policies obtained through your employer

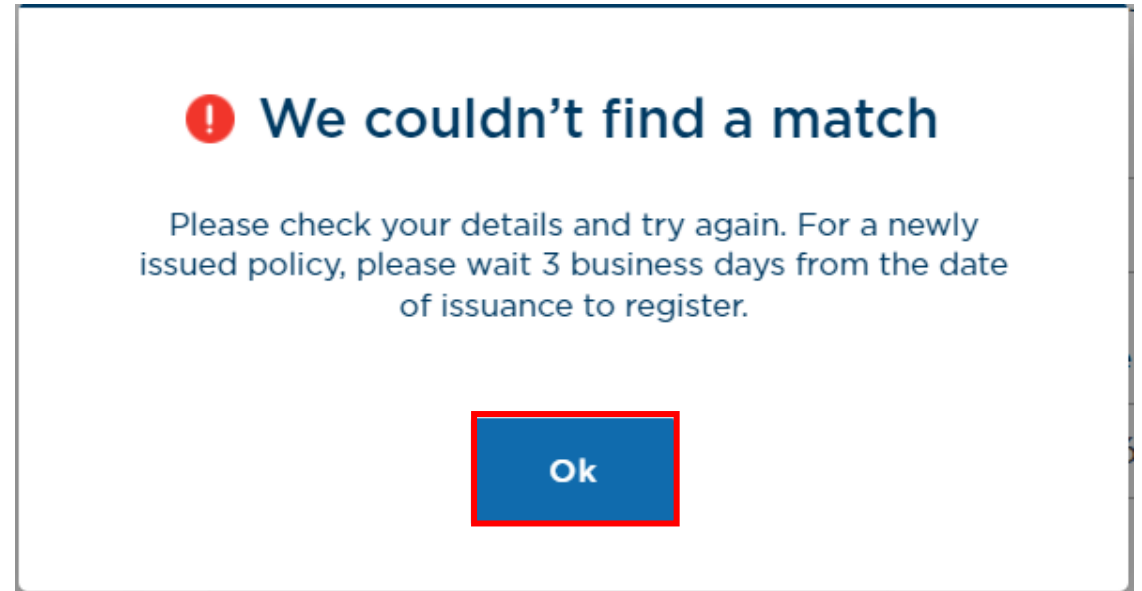
FIND MY ACCOUNT

Profile Not Found

If you receive this error message when trying to register by **SSN**:

- Please contact [800-225-4500](tel:800-225-4500) for assistance

If you did **NOT** receive this message, please continue to the next page.



Register with SSN

- Select the correct contact method you'd prefer to be sent a one-time-passcode (OTP)
- Click [Send one-time passcode](#)

If you do not have access to any of the listed contact methods, please contact us for assistance by:

- Selecting the “[Contact Us](#)” link, or
- Contact [800-225-4500](tel:800-225-4500)

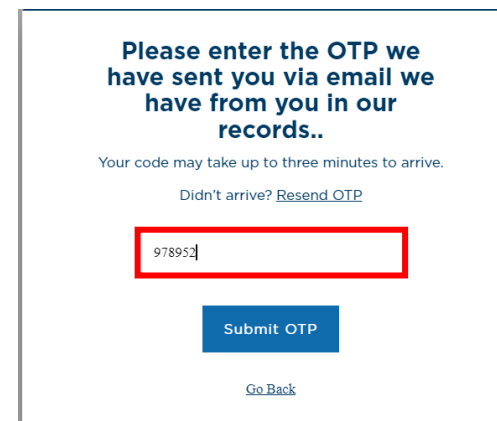
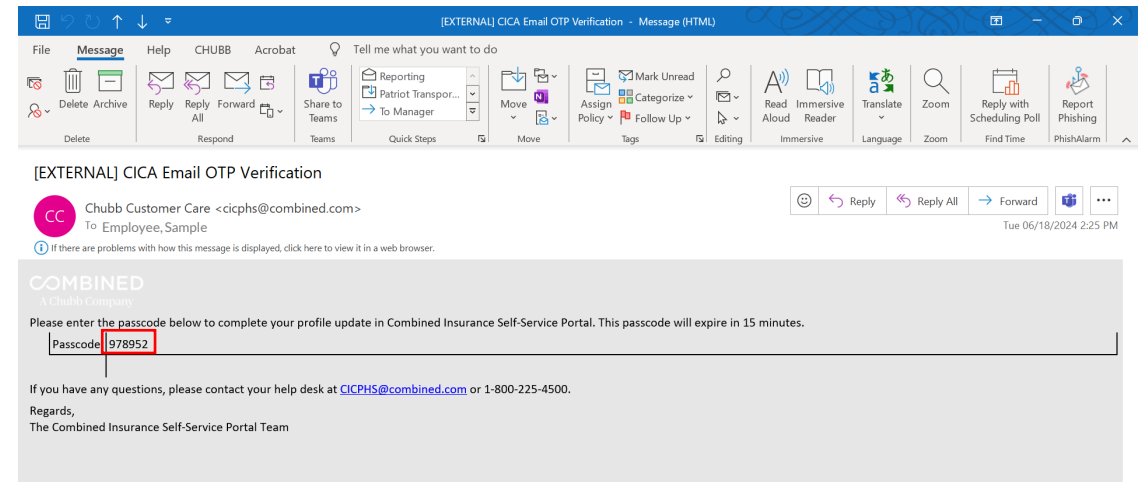
The screenshot displays the registration interface for Chubb/Combined. At the top, the logos for CHUBB and COMBINED (A Chubb Company) are visible. The main heading is "Registration". A vertical progress bar on the left indicates three steps: Step 1: Find your account (highlighted with a magnifying glass icon), Step 2: Link your email (with a link icon), and Step 3: Create your account credentials (with a key icon). The main content area shows the message "We found your account!" followed by the instruction: "Before registering, we need to confirm your identity using a one-time passcode (OTP)." Below this, a dark blue input field contains the email address "XXXXX.Employee@EMAIL.com", with a red box highlighting the selection icon on the left. A link for "Contact Us" is provided for users who do not have access to the listed methods. At the bottom, there is a "Back" link and a prominent red-bordered button labeled "Send one-time passcode".

Register with SSN

- **Open** CICA Email OTP Verification Email
- Copy the **Passcode** from email
- **Navigate** back to the portal
- **Enter/Paste** the OTP
- Click **Submit OTP**

If you do not receive an email, please:

- Check your **spam/junk folder**, or
- Click **Resend OTP**, or
- Contact **800-225-4500** for assistance



Register with SSN

- Click [Continue](#)

Thank you, we have
confirmed your identity!

CONTINUE

Log In to Self-Service Portal

If you have not yet registered for the portal, please do so prior to trying to access the portal.

- Navigate to: www.chubb.com/workplacebenefitsclaims
- Enter **Email Address**
- Click **Continue**

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Welcome to your
Self-Service Portal

Use your Self-Service Portal credentials to log in.

User ID (email address) [Forgot User ID?](#)

Sample.Employee@EMAIL.com

CONTINUE [First time here?
Register Now](#)

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United States

Log In to Self-Service Portal

If you have not yet registered for the portal, please do so prior to trying to access the portal.

- Navigate to: www.chubb.com/workplacebenefitsclaims
- Enter **Email Address**
- Enter **Password**
- Click **Log In**

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Welcome to your
Self-Service Portal

Use your Self-Service Portal credentials to log in.

Email Address Edit
Sample.Employee@EMAIL.com

Password Forgot Password
.....

LOG IN

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If at any time you experience an
issue that you are unable to
resolve, please contact
800-225-4500
for assistance

