IN-HOUSE PRO BONO IN PRACTICE PROFILE: CHUBB NORTH AMERICA (NA)
April 2019

The current pro bono program at Chubb in North America (NA) is a product of pro bono programs that had previously been managed by the legal departments of ACE Group and Chubb. When the two legal departments merged as part of the ACE Group – Chubb transaction, the new Chubb NA Office of General Counsel (OGC) "re-launched" the pro bono program in 2016. As part of the re-launch, Chubb became a signatory to the **Corporate Pro Bono Challenge® initiative**.

The Chubb NA OGC leadership team strongly supports the program. "It is part of our professional responsibility as lawyers to help provide legal services to individuals who may not otherwise be able to obtain legal representation and Chubb takes great pride in being involved within the communities we serve," said Kevin Rampe, Chubb's North American General Counsel and Director of Global Legal Operations. "Our Office of General Counsel has always put great emphasis on its dedication to team, value and execution, and we carry that same set of principles in every situation -- whether pro bono or not. The diversity and extensive experience throughout our organization underscores Chubb's commitment to providing superior expertise by serving those around us."

In addition to participation from senior leadership in the pro bono activities, leadership ensures that the pro bono program is frequently featured in Chubb's quarterly Legal Town Halls. The NA General Counsel also factors in the pro bono program in the department's budget, allocating funds to support the pro bono program and legal services organizations that partner with Chubb.

Chubb has noted that their pro bono program has fostered a culture of collaboration and service within the department as a result of colleagues working in teams of pro bono matters and making an impact on the communities they serve.

General Program Information	
Offices with Legal Staff	HQ: Philadelphia, PA and Whitehouse Station, NJ; Other North America offices: New York, NY; Chicago, IL; Jersey City, NJ; Wilmington, DE; Atlanta, GA; and Toronto, Ontario.
Size of Legal Department	For the NA Office of General Counsel, we have 296 members; 109 attorneys and 187 non-attorneys.* **These numbers are as of the end of 2018.*
Pro Bono Leadership Structure	There are three (3) co-chairs of the Chubb Pro Bono Program and a 17-member (including the co-chairs) Chubb Pro Bono Committee. The members are from those offices where most of the pro bono activities are occurring. Non-lawyers are eligible to serve on the committee. There are no term limits but in practice the co-chairs have

	generally rolled-off as a co-chair after about three years. The co-chairs manage and run the entire program, keep track of participation, check in with the various offices and committee members, and offer assistance with finding pro bono activities. The rest of the committee is responsible for the activities happening in their respective offices and reporting back to the co-chairs on the program, including pro bono activities and participation.
Pro Bono Policy	Chubb updated its pro bono policy in January 2017 after the program's re-launch. The policy addresses topics, including the following: • the definition of what pro bono legal services means; may include direct legal services to persons or organizations with limited means and public interest work. Pro bono work does not include political activity, representing family members, colleague or friends or teaching law courses, speaking engagements or publishing law review articles • who may participate and expected participation • ethical considerations and standards of conduct when providing pro bono services • the structure of the pro bono committee • affiliation with the company and expense handling • professional liability insurance; and • the approval process for having pro bono work formally approved by the pro bono committee.
Mandatory Pro Bono	Pro bono is voluntary, but participation in at least one event or activity annually by Office of General Counsel ("OGC") staff is highly encouraged. Managers are expected to support their employees' efforts. The pro bono committee makes an effort to offer a wide variety of pro bono opportunities to appeal to a broad range of interests. The committee has made it a priority in 2019 to raise awareness that non-attorneys are welcome to participate.
Communications	The pro bono committee has an intranet page where it can list events; and a shared workspace where members can save documents and other items related to pro bono. Members of the committee also send out emails with activities. The committee also provides regular updates to the department at the NA OGC Legal Town Hall.
Recognitions/Awards	The pro bono policy encourages managers to take into account pro bono participation during the annual review process. In addition, around the two big weeks of participation (National Volunteer Week and National Pro Bono Week), Chubb often has lunches, happy

	hours, or other events to show appreciation for those who have participated in the pro bono program.
Tracking Pro Bono	The pro bono committee members and co-chairs track activities and participation in their respective offices. This is through a mixture of tracking through a participation spreadsheet and also self-reporting by individuals with individual case-loads.
Partnerships	Most of Chubb's pro bono activities (both clinics and individual representations) have a law firm partner involved and virtually all involve a legal services organization partner.
Professional Liability	Chubb's policy is that it prefers employees to do pro bono work in partnership with legal services organizations that have malpractice insurance for their volunteers; exceptions can be made if circumstances warrant but would need to be approved by the Pro Bono Committee. Additionally, Chubb maintains coverage for legal malpractice claims in connection with pro bono services provided by members of the OGC.
Involvement of Paralegals and Staff	The department encourages attorneys and non-attorneys alike to participate in pro bono programs. Non-attorney participation is encouraged by partnering non-attorneys with attorneys at clinics and on individual case representation. In addition, non-attorneys are able to participate in most clinics
Pro Bono Projects	
Veterans	In partnership with Wounded Warrior and Jackson Lewis, volunteers in New Jersey received training on the basics of representing veterans in social security disability proceedings and took on individual cases.
Civil legal aid	In Toronto, volunteers participate in the Pro Bono Ontario free legal advice hotline. Individuals who cannot afford a lawyer may call the hotline and receive brief services for up to 30 minutes in civil matters including going to court, employment, housing, consumer issues, creating powers of attorney, and corporate law for nonprofits, charities, and small businesses.
Transgender individuals	In partnership with Transgender Legal Defense & Education Fund (TLDEF), O'Melveny & Myers* (in New York), Blank Rome* (Philadelphia), and Cozen O'Connor* (Philadelphia), volunteers in New York City, Jersey City and Philadelphia have participated in name change clinics.

Homeless individuals	In partnership with Homeless Advocacy Project (HAP), volunteers in Philadelphia staff birth certificate clinics and intake clinics at homeless shelters. They also take on individual cases, primarily to assist in obtaining birth certificates and social security disability benefits in partnership with Cozen O'Connor.
Senior citizens	Volunteers in Philadelphia partner with SeniorLAW Center and White & Williams on estate planning clinics and also staff the SeniorLAW Center hotline, which provides brief advice and referrals to senior citizens on legal issues such as consumer issues, health care, estate planning, pensions, family law, and housing.
Criminal justice	Volunteers partner with the Pennsylvania Innocence Project to engage in Stage 2 file reviews, reviewing a detailed questionnaire by the convicted individual and the case briefs to determine whether the case involves a plausible claim of innocence.
Nonprofits and small businesses	• Volunteers partner with Chicago Volunteer Legal Services (CVLS) on small business and nonprofit legal clinics, and with Community Law Project in Chicago on small business legal clinics. • Volunteers partner with Philadelphia VIP to staff small business clinics and nonprofit assessment clinics. • Volunteers work with New Jersey Pro Bono Partnership to provide transactional legal services to nonprofits.
Immigration	• Volunteers in New York partner with the City Bar Justice Center's Immigrant Justice Project (IJP) to staff small business clinics in partnership with O'Melveny & Myers. • New York-based volunteers also staff a naturalization clinic in partnership with O'Melveny & Myers and Legal Services NYC.
Lessons Learned	
Legal leadership support is crucial.	Both the North America General Counsel and the Global General Counsel actively support and engage in pro bono, which is important in encouraging employees to engage in pro bono.
Find strong legal services organization partners.	Partnering with exceptional organizations that provide great training and ongoing assistance to volunteers is key because that first impression on new volunteers is important to encourage continuing participation.
Law firm partnerships are valuable.	To help overcome reluctance due to lack of expertise in pro bono matters, partnering with a law firm that can provide training, support, legal expertise, and even teammates for the in-house attorneys, is

	valuable.
Offer a menu of opportunities.	Offering a variety of pro bono activities (such as clinics, case file review, and individual representation) across diverse subject matters is important to maintain interest and appeal to the greatest number of volunteers. This also helps with the engagement of paralegals and other professionals in the legal department.
Recognize volunteers.	Recognition can increase overall engagement in the program and turn one-time volunteers into repeat players, whether it is a more formal recognition program (which Chubb is developing) or the pro bono committee recognizing pro bono participants through lunches, happy hours, or delivery of feedback.

*denotes a **Law Firm Pro Bono Challenge**® signatory

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