



Partners In Water Loss Prevention
Let's talk shut off valves

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Checking Your Knowledge

Coincides with Slide 3

Question:

Water damage makes up what % of non-weather related property damage?

- a) 10%
- b) 45%
- c) 75%
- d) 20%

Question:

What type of device do we want our clients to install in freestanding homes?

- a) **Flow-based** water leak detection system & shut-off
- b) Point-of-leak **sensor** system
- c) **Alarm** company water sensors
- d) City municipal water usage monitoring system

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Questions:

Coincides with Slide 4

Have you had a conversation about water leak detection with a client during the past week?

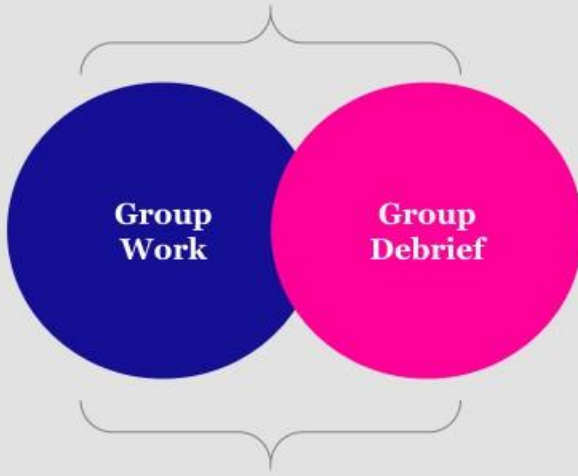
Do you have administrative systems in place to engage clients about water leak detection?

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Workshop Agenda

Coincides with Slide 5



When are “good times” to Start a Client Conversation?

What is Pricing and Credits?

Installation Issues?

Common Client Objections?

Complicated Plumbing Systems?

Try to Stump the Presenters

Starting the Conversation

Coincides with Slide 6

Team/Group Question:

- What events do you think make **solid opportunities** for you to **start a conversation** with your Clients, COIs or Family Office about water leak detection?

- _____
- _____
- _____
- _____
- _____
- _____

- _____
- _____
- _____
- _____
- _____
- _____

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Trigger Points for Repeatable Conversations:

Coincides with Slide 7



- ✓ Create Systems
- ✓ Use the power of CRM
- ✓ Add to Workflow Lists
- ✓ Automate Reminders

General Questions and Objections

Coincides with Slide 8



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Group Work

Coincides with slide 9

| Color | Assigned Team |
|--------|---------------|
| Orange | _____ |
| Purple | _____ |
| Teal | _____ |
| Pink | _____ |
| Green | _____ |

Rules of the road.....

- **Work** in your teams
- **Discussion questions** will be listed by **COLOR**
- **Time Limit:** “You will be given ___ minutes for this assignment”
- Using what you have learned, find creative and effective ways to **answer** your assigned question
- Assign a **spokesperson** to represent your team and report back to the larger group

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Pricing and Credits?

Coincides with Slide 10

Credits:

- “What is the percentage of the discount?”
- “How much money can I save on my premium?”

Price?

- “How much will one of these cost me?”
- “Aren’t those systems too expensive?”

Verification of Installation:

- “What documentation do you need from me for the credit?”

Flow-based or Sensors?

- “What if I have some sensors already in my house, is that enough for the credit?”
- “Aren’t individual sensors cheaper than one of those flow-based systems?”

Installation Cost?

- “Who installs these systems?”
- “How much will it cost just to install this device?”

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Price: _____

Credits: _____

Verification of Installation: _____

Flow bases or sensors: _____

Installation cost: _____

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Installation & Operation?

Coincides with Slide 12



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Electricity: _____

Location: _____

Wi-Fi Signal: _____

Alert notifications: _____

Plumber: _____

Pressure: _____

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Common Objections?



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Occupancy: _____

Manual shutoff: _____

Verification of installation: _____

Conflicting advice: _____

Understanding needs: _____

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Complicated Plumbing Systems?

Coincides with Slide 16

Other Water Using Systems
“I have a water filtration system, is that going to trigger an alert?”

Fire Sprinklers
I don't think I can install one of these since I have a fire sprinkler system, can I?”

Refilling Swimming Pool or Fountain
“What is going to happen when I'm filling my swimming pool with water? After all, that's a lot of water and the timing can be inconsistent”

Pumps
I have a humidifier and recirculating pump, so how can I install this system?

Irrigation
I have an exterior lawn irrigation system – how do I make sure it won't interfere?”

Well Water
“How do these devices work if I have a well? and then where is it installed?”

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Pumps: _____

Fire sprinkler: _____

Refilling swimming pool or fountain: _____

Well water: _____

Other water using systems: _____

Irrigation: _____

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Chubb Water Leak Detection Reference Materials

Best Online Resource: www.chubb.com/water

Best Client Post Loss handout: [Client Leave Behind - Water Damage](#)

Email a Chubb Water Specialist: PRSRiskSolutions@chubb.com

Conversation Help Sheet: [Frequently Asked Questions about Leak Detection](#)

Flow-based water leak detection shutoff devices:

Chubb Preferred Network Partners:

Streamlabs Control, Eddy IQ, Sentinel Leak Defense, FloLogic

Other Accepted brands:

Alarm.com, Phyn Plus, FloMoen, Water Hero, Drop Connect, Grohe.

Sensors: Individual point of leak sensors may be beneficial in (a) homes when installed in combination with an approved flow-based device where vulnerable plumbing connections or flooding exposures exist that are not sufficiently protected by the flow-based device. (b) for condominium/coop units which are not able to install flow-based detection.

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