

Comments from Travelers Auto Insurance Customers and Claimants

"I have never seen a claim handled better or more professionally," writes a customer from Danbury, Conn. "I was totally shocked by the way Travelers handled my claim. [The Travelers auto Claim professional] was attentive, quick and responsive, and most important of all, he understands customer satisfaction. I could not be happier that your company is my insurance company. You now have a customer for life."

"[The Travelers auto Claim professional] provided exceptionally excellent service," says a claimant from Vernon Hills, Ill. "Her communication was always prompt, clear and friendly. She handled my claim with speed and compassion. She followed up with me to see how I was doing and to keep me informed of the process. ... For my part, I am moving forward to switch my own car insurance to Travelers. I want to be associated with this kind of company and the excellent service you provide."

"I was cordially greeted by [the Travelers auto Claim professional], who sincerely reassured me that everything would be alright, and it was," says a ConciergeCLAIM customer from Greenwich, Conn. "[He was] extremely courteous and polite to me while I was waiting for my paperwork to be

processed. It made me feel like a real person and not just a number."

"In all my life, I don't think I have ever experienced such amazing service as that provided by [the Travelers auto Claim professional]," states a Washington claimant. "She was immediately responsive, often writing to me even before I wrote to her on things that needed to be taken care of. ... She was phenomenal."

"[The Travelers auto Claim professional] did an incredible job of following up with me to keep me updated as to the status of the claim," says a customer from Three Bridges, N.J. "His persistence and dedication to resolving this claim were incredible. ... I have already told everyone about the accident, and now I will be telling them how happy I am with Travelers."

"More helpful and courteous service could not have been provided," says a ConciergeCLAIM customer from Charlotte, N.C. "I was kept informed on the progress of my auto repairs and promptly notified when the vehicle was ready to be picked up."

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"The real key to the service [the Travelers auto claim professionals] provided was speaking to me, making sure I understood the entire process," writes a customer from Deer Park, N.Y. "Their ultimate goal was customer satisfaction during a traumatic time for me."

"So often you hear commercials encouraging you to call and get quotes and maybe save money on your insurance. I must admit, I had considered doing that. But after the experience I had with Travelers, I would never change," explains a customer from Pittsburgh.

A claimant from Missoula, Mont., commended Travelers for "the professional and timely manner in which our insurance claim was handled. ... I will be shopping for car insurance in the near future and because of my experience, I will certainly consider Travelers."

"It is such a pleasure to deal with someone like [the Travelers auto Claim professional]," states a ConciergeCLAIM customer from Richboro, Penn. "She always remained friendly, calm, and willing to do far more than expected. ... She made me feel that I was the most important of clients."

"[The Travelers auto Claim professional] could not have been more responsive, efficient, organized, and a pleasure to work with," write two customers from Essex Fells, N.J. "She went out of her way to make us feel comfortable."

"[The Travelers auto Claim professional] provided me with outstanding customer service, making sure that my needs were met and addressing my questions and concerns in a professional manner," explains a claimant from Aurora, Colo. "[She] definitely demonstrates the promise Travelers ConciergeCLAIM makes to its customers."

"I have never been so impressed with the professionalism and immediate response I received. You would have thought I was the only customer you had," said a customer from Nashville, Tenn.

"I want to commend everyone in your company for going all-out to assure that my car was repaired in a timely manner," states a ConciergeCLAIM customer from Marietta, Ga. "I hope to be doing business with Travelers for at least another 30 years."

"I don't want to let another day go by without saying how much we appreciate all that has been done on our behalf," writes a Philadelphia customer. "It has been a pleasure to work with all of these people who represent your company so well."

"I truly appreciate the exceptional customer service I received from [Travelers]," states a customer from Palm Coast, Fla. "It is hard to find good service these days, but hands down, there is no other company as on-the-ball as you are. I have already told my friends about my claim experience."

"To say that I was treated exceptionally well by [Travelers] would be an understatement," says a ConciergeCLAIM customer from Matthews, N.C. "I could not have asked for better claim service. Travelers delivered on its promise and made stressful situation more palatable. I am very thankful to an insurance company I can count on to respond when needed."

"Extraordinarily helpful, kind, sympathetic and efficient" – the words used by a customer from Big Sky, Mont., to describe a Travelers auto Claim professional. "I had previously had all my insurance with [another carrier], and I recently changed to Travelers. My experience has convinced me that this was a terrific move."

"Your employees – all of them – made an unpleasant situation much, much better," states a ConciergeCLAIM customer from Woodbridge, Va., citing Richmond, Va. "I was very impressed with the professionalism and friendliness I experienced."

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"Talk about great claim handling," says a customer from Beverly, Mass. "[The Travelers auto Claim professional] was on the phone with me that same evening. He saw my car the following morning, gave me specific details, and sent the paperwork right out to me. He kept me informed as to what was happening with my vehicle, and when he had to do the supplement, he was right on top of it."

"The personalized service given by [the Travelers auto Claim professionals] was simply outstanding, and our vehicle was returned perfectly restored," states a ConciergeCLAIM customer from The Woodlands, Texas. "I would recommend your ConciergeCLAIM service to anyone."

"[The Travelers auto Claim professional] has exceeded our every expectation and has been incredible in keeping us informed of how she was addressing our claims throughout this ordeal," explains a customer from Taunton, Mass. "[She] was a ray of light on an otherwise distressing ordeal. As a result of this experience and the joy in dealing with [her], we are walking advertisements for Travelers."

"The ConciergeCLAIM representatives were very courteous," notes a customer from East Syracuse, N.Y. "[They] kept me updated daily on the progress. The vehicle was returned to me with great satisfaction and cleaner than when I left it."

"[The Travelers auto Claim professional] was not only kind and courteous, but she always made sure that everything was going well," states a claimant from Merriam, Kan. "[She] eased my concerns about the claim process and even followed up with the car repair shop to let me know when my car was ready. I may have started off worried about the process, but I ended up being very satisfied."

A customer from Lynnwood, Wash., commended a Travelers auto Claim professional on "how quick you and Travelers were in getting my car taken care of – from filing the claim to writing the estimate. I've talked to friends, co-workers and

family, and most have not ever heard of an estimate being done that fast. ... I'm just blown away by how well I was taken care of during this experience."

"[The Travelers auto Claim professional] came down to my work to do an estimate on the damage on my car, and she was another excellent example of the professional team at Travelers," says a Denver customer. "The ConciergeCLAIM service helps to lessen the stress in an otherwise very stressful time, and everything happens quickly and efficiently. ... There are a lot of choices for my auto insurance; however, I will be staying with Travelers."

"[The Travelers auto Claim professional] has made this one of the most pleasant experiences I have ever had," says a customer from York, S.C. "She updated me daily, and she took the time to pursue the responsible party, which took quite a bit of searching on her part. She is quite an example and a huge asset to your company."

"Every experience with Travelers' ConciergeCLAIM service exceeded my expectations," writes a customer from Webster, N.Y. "Not only were the services designed for the convenience of the customer, what was more impressive was the exemplary service provided by each staff member I encountered during my journey through what is generally a maze of uncertainty and unanswered questions. ... Although each had their own distinct task, each was professional, understanding and extremely helpful. My questions were promptly answered and my concerns were soothed."

"I appreciate the services Travelers provided after my recent accident," states an Atlanta customer. "Every representative of your company was professional, responsive to my requests, prompt in returning my calls and empathetic to my situation. ... I hope to

Comments from Travelers Auto Insurance Customers and Claimants

remain a customer for many years and many cars to come.”

“[The Travelers auto Claim professional] clearly explained the process, was helpful, and treated me as a valued customer,” writes a claimant from Austin, Texas. “I have recommended Travelers to all my friends and family based on my experience.”

“Both [my son] and I really appreciated [the Travelers auto Claim professional’s] professionalism, dedication and commitment to serving our needs,” writes a customer from St. Charles, Ill. “From our perspective, she is an outstanding representative for Travelers. Since the accident, I have told many friends and neighbors how pleased I am with Travelers.”

“[The Travelers auto Claim professional] was very professional and courteous,” notes a Denver customer. “[He] did an excellent job in his desire to understand the activities surrounding the accident, in reviewing the damage to my car, and in explaining my policy’s coverages, the services provided by ConciergeCLAIM and the contents of the claim document.”

“I was recently in a car accident, and the concern and compassion from [the Travelers auto Claim professionals] were very encouraging in my time of need,” says a customer from Winston, Ga. “[They] were in constant contact with me, even though [another insurer] was at fault in the accident. I might also add I did not get the same customer service from [the other insurer]. I sure am glad my insurance is with Travelers. I am telling everyone I know about the differences in these two companies.”

“[The Travelers auto Claim professional] assured me she would handle the process quickly and efficiently – and she did,” notes a customer from Mountain Top, Pa. “She stayed on the phone with me as we prepared the claim and assigned a claim number, and then, contacted a multitude of vendors until we found someone to put in the glass that day! Within three hours, my window

was fixed and my ‘major catastrophe’ was a distant memory.”

“I am going to purchase a ‘red umbrella’ to remind myself of the considerate, efficient manner in which my claim was handled,” says a ConciergeCLAIM customer from Wheat Ridge, Colo. “[The Travelers auto Claim professional] made a difficult situation so much easier by his knowledge and professional manner. I appreciated his concern, suggestions and timely response to my claim.”

“After the scary situation of a car accident, it was great to work with an insurance company that is respectful, kind and quick to respond,” states a claimant from Ballwin, Mo. “I was even more impressed that I received this type of service from a company other than my own. ... I have enjoyed sharing my experience with family and friends.”

A customer from Evans, Ga., contacted Travelers to “express my gratitude for the assistance and compassion I received from [my Travelers auto Claim professional]. ... She answered all of my questions and just was able to relay such calm and compassion through her voice. ... I just wanted you to know how much her professional yet personal assistance meant to me during this time. You have a wonderful employee who upholds high standards.”

“[The Travelers auto Claim professional] was always very pleasant, helpful and informative and never bothered by trivial questions,” states a customer from Sewell, N.J. “I highly commend you for ‘A-1’ service and a pleasant experience in dealing with your insurance company at a time when it was needed the most.”

“[The Travelers auto Claim professional] gave me nothing but great service and was very professional,” explains a claimant from Wilkes-Barre, Pa. “More importantly, he made me feel comfortable with dealing with Travelers.”

Comments from Travelers Auto Insurance Customers and Claimants

"[The Travelers auto Claim professional] was extremely helpful in taking us through the steps to resolve our claim," explains a claimant from Forest Hills, N.Y. "He showed empathy, compassion, sincerity, patience and professionalism that are very hard to find today. ... [He] so impressed us that we are looking for insurance for a new home, and Travelers will be our first choice for all our future needs."

"Working with [Travelers] made the process much more pleasant than expected," notes a claimant from Pensacola, Fla. "This was probably the most complicated claim I have ever had to deal with because of all the parties involved, but [the Travelers auto Claim professional] made it so much more manageable for me."

"[The Travelers auto Claim professional] was very pleasant and professional," explains a customer from Lawrenceville, Ga. "She was very open for future contact should I have any questions or concerns. She never sounded rushed or impatient and never asked me to repeat information. She actually gave me the feeling I was her only matter of business for that day, and I know that had to be far from the truth."

"I am overwhelmed with the response and willingness Travelers showed to resolve the concerns relating to the repairs on my vehicle," explains a customer from Albuquerque, N.M. "For all those 'black eyes' insurance companies and their adjusters have given the industry in the past years, everyone at Travelers has completely reversed the trend."

"[The Travelers auto Claim professional] let me know in a calm and professional manner what he would be doing and how long his job would take," recalls a customer from Hutto, Texas. "Even before [the] job was complete, I knew we had chosen the best insurance company."

"[The Travelers auto Claim professional] was very professional while maintaining an easy-to-deal-with demeanor," says a customer from Richmond, Va. "Because of her, I have a very positive

impression of Travelers, and I will recommend Travelers to my friends and family."

"I would like to commend [my Travelers auto Claim professional] for the excellent service I received," says a claimant from Rochester, N.Y. "His professionalism, follow-up and willingness to go out of his way for the customer were outstanding and speak very highly not only of him but of Travelers as a whole."

"[The Travelers auto Claim professional] promptly returned all of my calls, was very patient and reassured me that he was doing everything he could," explains an Atlanta customer. "He was happy to explain everything to me each time I asked. Everything worked out great for me. I actually got my deductible back and a check for the diminished value of my new car, and all in very good time. I really couldn't be happier with Travelers."

"It is extremely stressful dealing with a car accident and Travelers has astounded me with its professionalism," states a customer from Newark, Del. "[The Travelers auto Claim professional] was there at any time he was needed and called just to check on the situation even after my car had been totaled. I am very impressed with the constant attention I received during this difficult time."

"[The Travelers auto Claim professional] was so helpful, from beginning to end, and I feel that if I had any further questions, he would still assist me," explains a customer from Albuquerque, N.M. "He was very professional and always returned my calls. He always had the right answers to my questions. I felt very fortunate to have had [him] assist us. ... Travelers is where we will continue to keep our insurance."

"I've bragged about Travelers claim service for years and [my Travelers auto Claim professional] reinforced this belief," states a

Comments from Travelers Auto Insurance Customers and Claimants

customer from Clifton Park, N.Y. "It was a total pleasure dealing with her through the entire [claim] process. She kept me completely informed at every step of the claim and was courteous and totally professional. It was obvious she was on top of things at all times."

"[The Travelers auto Claim professionals] demonstrated customer service skills that exceeded my expectations," states a Phoenix customer. "This was a very unpleasant experience for me, as my car was less than two weeks old and had only 400 miles on it when it was struck by another driver while parked. [The Claim professionals] helped expedite the repair, made the appropriate contacts with the insurance company covering the individual driving the vehicle that struck my car, and kept me well informed throughout the entire process."

"The unfortunate experience my wife had was made much easier by the compassion and professionalism shown to her by all the Travelers personnel," explains a claimant from Rensselaer, N.Y. "[One Travelers auto Claim professional] came out in the pouring rain to prepare the claim estimate and to ensure the repair process would begin as soon as possible."

"[The Travelers auto Claim professional] is an exceptional person and a wonderful employee," says a claimant from Tulare, Calif. "He showed nothing but the utmost respect for my case and stayed on the ball with follow-up calls just to check in and let me know what was going on."

"Having my first accident in over 30 years was a difficult experience, but working with [the Travelers auto Claim professional] made it less stressful," states a customer from New Lenox, Ill. "She was very courteous and thoroughly explained to me my options in getting my vehicle repaired."

"[The Travelers auto Claim professional] is so kind and knowledgeable and goes out of his way to make the process simple," says a claimant from Anderson, S.C. "He changed my entire view of this

terrible experience into a positive one. Once he was on my case, my stress level dramatically decreased and my confidence in Travelers increased."

"Our dealings with [the Travelers auto Claim professional] were pleasant from start to finish," says a customer from Driggs, Idaho. "Her professionalism, sensitivity and responsiveness made a very stressful and emotional time much easier."

"[The Travelers auto Claim professional] has been in contact with me on a daily basis and has competently handled every aspect of my unfortunate accident," says a customer from Bayside, N.Y. "He has answered every question I've put forth and does so with professionalism and courtesy, something that is long missing in the service industry."

"I was truly surprised to find the level of support, responsiveness, and personal attention [the Travelers auto Claim professional] provided," states a customer from Charlotte, N.C. "This experience proved the value of Travelers and its commitment to me and my family."

"When I spoke on the phone with [the Travelers auto Claim professional], she invoked confidence and trust," states a claimant from City of Industry, Calif. "[She] followed up with me to make sure I understood exactly where my claim stood. I have my car back, and it looks great."

"[The Travelers auto Claim professional] has been, from our first contact, unfailingly professional, courteous, helpful, and patient," states the son of a Travelers customer from Flintstone, Ga. "His care and concern helped our family through a very stressful time."

"[The Travelers auto Claim professional] was extremely professional and easy to work with," says a customer from Stoughton, Mass. "Her

Comments from Travelers Auto Insurance Customers and Claimants

guidance and support throughout the claim process couldn't have been better."

"[The Travelers auto Claim professional] made my experience with your company a pleasure," says a claimant from McLean, Va. "He was able to provide me with all proper documents, contracts, etc. quickly, [and] he went out of his way many times to accommodate my schedule."

"I can't state enough how helpful [the Travelers auto Claim professionals] were," explained a customer from Stratford, Conn. "In a time where customer service is lacking in many industries, [they] shined, and their knowledge and 'they'll take care of it' attitude allowed my family to enjoy our very much needed vacation."

"[The Travelers auto Claim professional] has taken the time to sit with me and to listen to me, and I know she fully understands what I'm going through," states a claimant from Elmira, N.Y. "She expedited the repair of our vehicle and expedited the rental car in order that I was not inconvenienced. ... Because we are so impressed with the professional way she continues to handle this claim, my husband has decided to contact our agent to discuss changing the insurance policies on our vehicles, home and cottage to Travelers."

"[The Travelers auto Claim professional] did an outstanding job in all phases of handling my claim," says a customer from North Myrtle Beach, S.C. "[He] was very professional and knowledgeable in the entire process of helping me with this situation. However, the most refreshing trait was the caring attitude he gave to my family. ... He always had a listening ear and was willing to help within the parameters of his job."

"Dealing with [the Travelers auto Claim professionals] was such a pleasant experience," says a claimant from Delray Beach, Fla. "I found them polite and professional. They made it clear that they were going to get the car in and out of the shop with as little disruption to my life as possible. ... After dealing with Travelers, I've called and changed over. I was with my prior auto

insurance company at least fifteen years. Travelers' service was so extraordinarily exceptional that, without any sort of solicitation, I decided to make the change."

"[The Travelers auto Claim professional] had my entire claim handled and payment ready to issue to the body shop I chose in less than 8 hours from the time of my accident," explains a ConciergeCLAIM customer from Woodstock, Ga. "It was not only above and beyond, but most unexpected. [I am] appreciative for his wonderful service and prompt response. I will not only stay with Travelers because of him, but I will move my other policies to Travelers as well."

"[The Travelers auto Claim professional] delivered a superior experience and the most customer-friendly service that makes me want to be a client," states a claimant from Bellmawr, N.J. "My family is looking into changing our insurance company, and we are looking at Travelers. I cannot say enough good stuff about the experience I had with your company to my family and friends."

"Working with [the Travelers auto Claim professional] was an absolute pleasure," writes a Philadelphia customer. "She was always friendly and supportive in all of our conversations or correspondence and she made me feel at ease throughout the entire process. I have been with Travelers since I started driving about 15 years ago. ... After [this] experience, I will remain a loyal Travelers customer and I have also let several friends, family members and colleagues know about how great you all were and about how much you made an otherwise stressful experience as pleasant as possible."