



*At Travelers, our goal is to respond rapidly to each claim and then assist you in bringing about a successful resolution.*

### **EXPERT CUSTOMER SERVICE**

Travelers Claim Services employs some of the most experienced and skilled claim professionals in the industry.

To help streamline processing and optimize expertise, our claim professionals are trained within specific lines of insurance. Further, claim handling is segmented by severity within each line.

This structure allows us to expertly manage claims of all types and magnitudes as skillfully as possible, using the most appropriate resources available.

- Less complex claims receive express handling with a focus on prompt closure.
- Complex claims receive specialized services and expert attention based on severity and potential exposure.

### **PROPERTY CLAIMS**

Travelers property claim adjusters are equipped with state-of-the-art tools, wireless technology, training and technical support, which allow for nationwide, 24-hour emergency on-site damage evaluations with region-specific pricing.

We use real-time ISO reporting and have a streamlined adjusting process for rapid payment on small, non-complex losses.

The Travelers nationally-recognized Catastrophe Response Unit, including five Mobile Claim Headquarters (CAT Vans) and more than 170 dedicated Catastrophe Team members, stands ready 24 hours a day, 365 days a year to provide immediate assistance following a disaster.

Custom-built to have everything required to process claims in the midst of a catastrophe (including two generators), our Mobile Claim Headquarters can penetrate deep into disaster areas so we can start helping our policyholders immediately.

## LOCAL CLAIM SERVICE

Claim Services is the largest business unit in Travelers, with more than 13,000 employees covering all 50 states and four countries. Travelers has 75 Claim Service Centers and more than 100 additional points of service located across the country.

Each year, Travelers receives more than a million loss notices, issues more than six million checks, and pays out more than \$14 billion.

## SPECIALIZED RESOURCES SUPPORT

Travelers has dedicated claim professionals who provide specialized expertise wherever, and wherever, business is done. Our claim professionals focus on meeting unique business needs while providing superior claim service.

- **Staff Counsel Organization** – provides outstanding, cost-effective legal representation
- **Investigative Services** – helps identify and combat insurance fraud
- **Global Accounts and International Claim Services** – provides expert claim services wherever you do business, around the world
- **Risk Control Services** – via highly trained consultants, Travelers furnishes expertise and guidance in the areas of fire investigations, product failure, equipment breakdown, ergonomics, forensic lab, customer safety training, industrial hygiene and return-to-work programs
- **National Recovery Centers** – focus specialized attention on claim subrogation early in the life of a claim

## 24 HOURS A DAY, 365 DAYS A YEAR

Travelers focuses on early intervention. As soon as a loss is reported, we immediately begin gathering the facts of the case and take prompt action to help achieve the best possible outcome.

Our toll-free claim reporting is available anytime, day or night, 365 days a year. Claim handler contact is commonly made within 24 hours of the notice of loss. We also offer Electronic Claim Reporting Kits, which provide everything needed to report a loss accurately and promptly.

A claim number is provided immediately following the loss capture process. The agent or broker will also receive prompt acknowledgement of claim notifications. We'll work with you to provide continued communication at the local level to ensure success in meeting your goals.

## Report Your Loss Immediately

24 Hours a Day, 365 Days a Year

**800.238.6225**



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