

A newspaper photographer trains his lens on The Travelers new mobile claim office as Senior Vice President Baldwin, foreground, and Vice President Helms prepare to enter van for an inspection tour. Bus-like vehicle was on display at The Travelers Home Office complex before being dispatched to St. Louis two months ago.



Travelers introduces claim unit on wheels

A **MOBILE CLAIM UNIT** was delivered to The Travelers in March, and from its base in St. Louis it will be dispatched to provide Travelers insureds with the fastest claim service available during emergency situations.

This bus-like vehicle was manufactured to The Travelers specifications to expedite the processing of disaster claims for insureds of The Travelers and the Phoenix of Hartford. The Travelers is the first insurance company to offer its agents and insureds this added measure of disaster aid—a highly portable Claim Office built to match company requirements.

The unit is 27 feet long, seven feet wide, and eight feet, 10½ inches high. Atop the roof there are 18-inch compartments to accommodate air conditioning units. Power brakes, power steering and automatic transmission are provided for the safety and convenience of the operating crews as they travel to disaster locations.

And travel it will! From St. Louis, which is centrally located between the United States' traditional zones of natural disaster, the mobile claim unit can be on the scene within 24 hours. Once in the area of emergency, the vehicle will be located as near as possible to the heaviest losses. Its five telephones will be promptly hooked into the local system, and specially trained Claim adjusters and clerical personnel will provide immediate on-location service to insureds and liaison with agents.

This Unique Mobile Office has doors on both sides of the body directly behind the driver to facilitate the

greatest possible flow of claimants. A counter runs across the van just to the rear of the doors, with desks for clerical help located on opposite sides of the van behind the counter.

In addition to being completely stocked with all necessary forms and material for rapid claims-processing, the portable facility is equipped with a six-and-a-half kilowatt electrical generator, two 10,000-BTU air conditioning units, baseboard heat, a complete lighting system, a mobile radiophone capable of receiving calls on most commercial bands in the country, a bullhorn or power hailer, and complete disaster kits including signs and protective clothing. Provision has also been made for the installation of real-time terminal equipment to afford immediate access to files in the Hartford Data Center.

Further, there are hot water and refrigerator units, closet and toilet facilities and a conference area that can be converted into sleeping quarters for two. All furniture folds out of the way so that the unit can, if necessary, be used for small meetings.

Here is an added service in which Travelers agents can take justifiable pride, a mobile claim facility that is the first of its kind in the industry. Agents' local advertising should periodically stress that Travelers emergency claim service will now be better than ever.

Besides its service in disaster claim work, other possible future uses of the vehicle include Claim Department recruiting on college campuses, personnel training at remote locations and certain agency functions.