

Travelers Claim Services Guide

PROJECT LOSS INSURANCE

Project Loss Insurance (PLI) is a risk sharing solution designed to mitigate the risk of a catastrophic project loss. PLI provides protection to contractors and construction managers for unintended or unexpected increased costs in the performance of a covered construction contract as defined by the PLI policy.

How do I report a loss that may be a Project Loss?

The PLI policy contains several notice obligations, including a requirement that the Insured give the Insurer written notice no later than 30 days after Discovery of a Project Loss reasonably expected to exceed the Each Contract Deductible shown in the Declarations. This notice will begin the claim process. A claim is a formal request by a policyholder for coverage or compensation for a covered loss or policy event. This document is intended to provide a brief overview of the claim process under a PLI policy. For detailed reporting and cooperation obligations please refer to the policy.

Report a Loss to:

Email: BSIClaims@travelers.com

Fax 1-888-460-6622

Mail:

Travelers Bond & Specialty Insurance Claim
P.O. Box 2989

Hartford, CT 06104-2989

For questions relating to claim reporting
or handling please call
1-800-842-8496

Please refer to your policy for the
complete list of your duties in the
event of a claim.

What happens after I report a claim?

The life cycle of a claim varies depending on the nature of the claim. However, the claim process generally includes the following steps:

1. Acknowledgment

A letter will be sent to you to acknowledge Travelers' receipt of the claim notice. This acknowledges receipt of the claim and provides you with a claim number and the name and contact information of the claim professional assigned to the matter. It will include instructions regarding the submission of your Travelers PLI Proof of Loss.

2. Proof of loss submission

Within the time specified in your policy, you must submit a detailed, sworn Travelers PLI Proof of Loss with supporting documents.

3. Information gathering and investigation

During the claim process the claim professional may engage an expert to assist in the investigation process. You may receive communications requesting additional information in order to assist in the investigation of the claim.

4. Coverage determination

Travelers will send you a letter that outlines the coverage available under the policy. This letter should be viewed as an informative document, setting forth the terms, conditions and exclusions contained within the policy that may apply to your claim. It may also explain why a claim does not fall within the coverage provided.

5. Resolution

The claim professional will work directly with you and the attorney representing your Company, if you retain one, to achieve a timely and efficient resolution of the claim. The investigation period depends on many factors, including whether the loss involves many parties, the complexity of the construction project, and whether the loss occurs over an extended period of time.

6. Release and assignment

You may be asked to sign a release and assignment of your claim. This document permits Travelers to pursue recovery from any parties responsible for the loss.

Superior customer service

Travelers understands that life is full of uncertainty. Rest assured that, whenever possible, our claim professionals are ready to help. When you call, you can always expect to be assisted promptly and treated with the utmost respect, integrity, professionalism and skill.

Just call us at 1.800.842.8496

When should I report a claim?

You should report a claim or potential claim within the time-frames required in the policy. The sooner Travelers is notified, the sooner we can become involved in the process and offer assistance to you. A delay in reporting may cause all or part of a claim to fall outside of the coverage provided.

Who will handle my claim?

Your claim will be handled by a Travelers Bond & Specialty Insurance claim professional. The Bond & Specialty Insurance claim department is made up of diverse claim and legal professionals. We work directly with insureds, policyholders, agents and brokers, and are committed to delivering world-class service to all of our customers.

Dedicated recovery management services

Travelers may have subrogation rights against third parties that cause or contribute to a covered loss and has a dedicated recovery management unit to pursue any potential recovery.

Does Travelers provide other services?

Risk Control website

As a service to our customers, Travelers provides a robust online risk management program to assist you in mitigating exposures.

Link to the Risk Control website:
<https://www.riskcontrol.com>



travelersbond.com

Travelers Excess and Surplus Lines Company and its property casualty affiliates. One Tower Square. Hartford, CT 06183

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