

# Travelers Claim Services Guide

## COMMERCIAL CRIME INSURANCE AND FINANCIAL INSTITUTION BOND INSURANCE

Commercial crime insurance, sometimes referred to as a “fidelity bond,” protects insureds from losses arising from employee theft, burglary, robbery, forgery, fraudulent money orders, counterfeit money, computer crime, funds transfer fraud, and certain claim expenses. Other crime-related coverages include identity fraud expense reimbursement, kidnap and ransom, government entity commercial crime, and ERISA employee dishonesty.

Financial institution bond crime insurance protects insureds from losses arising out of employee dishonesty, robbery, forgery, in-transit, counterfeit currency, computer theft, kidnap and ransom, and certain claim expenses. Other bond-related coverages can include ATM losses.

### How do I report a claim?

Immediately notify your agent or broker when a claim is made against you or you wish to make a claim. You must also comply with any other specific claim reporting instructions set forth in your policy.

#### To notify Travelers directly, please contact:

Fax: 888.460.6622  
Email: [BSIclaims@travelers.com](mailto:BSIclaims@travelers.com)  
Travelers Bond & Specialty Insurance  
385 Washington Street  
St. Paul, MN 55102

#### Kidnap and Ransom Claims

Call Olive Group  
(available 24/7/365)  
U.S.: 713.918.6401  
UK: +44 (0) 207.240.3237  
Travelers: 800.842.8496

#### Identity Fraud Expense Reimbursement Claims

[BondClaimDFraud@travelers.com](mailto:BondClaimDFraud@travelers.com)  
or call 800.842.8496, choose prompt #2

Please refer to your policy for 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 and your agent to acknowledge Travelers’ receipt of the claim notice. This acknowledges receipt of the matter 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 proof of loss.

#### 2. Proof of loss submission

Within the time specified in your bond or policy, you must submit a detailed, sworn proof of loss with supporting documents.

#### 3. Information gathering and investigation

Our formal investigation begins upon receipt of the proof of loss from you. The claim professional may engage an expert to assist in this 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 matter does not fall within the coverage provided.

#### 5. Resolution

We strive to resolve claims as expeditiously as possible. The investigation period depends on many factors. Types of claims that may require fact-intensive investigation are:

- Losses involving many transactions
- Losses occurring 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?

### If you think it is a claim, it probably is.

You should report a claim as soon as possible. This means that as soon as you become aware of a claim, you should report the matter. When in doubt, report it and let Travelers make the determination as to whether the matter is or is not a claim. 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 employ claim professionals throughout the United States and provide personal, localized claim service. 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

To enhance potential for recovery of the loss, including your deductible, Travelers Bond & Specialty Insurance has a dedicated recovery management unit. Our staff has expertise and experience with:

- Preservation of recovery opportunities
- Federal and state laws impacting recovery
- Criminal proceedings
- Financial analysis
- Creditors rights
- Third party bank liability
- Attachment of real property
- Online resources to identify assets

## Does Travelers provide other services?

### Risk Management PLUS+ Online® website

As a service to our customers, Travelers provides a comprehensive online risk management program to assist you in mitigating crime exposures, and includes information on current crime schemes and trends.

Link to the Risk Management PLUS+ Online website:  
[rmplisonline.com](http://rmplisonline.com).

### Olive Group Kidnap and Ransom Response Team

With the purchase of the Kidnap and Ransom insuring agreement on the Commercial Crime Policy, in the event of an incident, and as part of its exclusive relationship with Travelers, you have 24/7/365 access to Olive Group, who will immediately provide assistance with:

- Securing the safe release of the insured victim
- Managing an extortion demand
- Managing an unwarranted detention

The initial consultation with Olive Group includes advice on security requirements, crisis prevention and crisis management planning.

Additional information is available online at [olivegroup.com](http://olivegroup.com).



[travelersbond.com](http://travelersbond.com)

Travelers Casualty and Surety Company of America and its property casualty affiliates. One Tower Square. Hartford, CT 06183

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