

Financial Institutions Errors and Omissions (E&O) Liability Insurance

TRAVELERS CLAIM SERVICES GUIDE

E&O liability insurance provides financial protection to financial institutions, its directors, officers and employees against covered claims arising out of certain lending, professional services and/or trust acts. The policy pays the legal liability for such E&O claims and the cost of defense. The coverages may include trust, fiduciary and bankers professional liability.

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
Travelers Bond & Specialty Insurance
385 Washington Street
St. Paul, MN 55102

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

What is a claim?

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

An E&O claim could be a letter demanding damages or other relief, a lawsuit, a criminal, administrative or regulatory proceeding. Generally, it is a demand from a third party seeking monetary or non-monetary relief, claiming the financial institution, its directors, officers and/or employees committed a wrongful act.

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.

2. Information gathering and investigation

The claim professional will begin the investigation into the matter. During this process, you may receive communications requesting additional information in order to assist in the investigation of the claim.

3. Coverage determination

Travelers will send you a letter that outlines the coverage available under the policy. This letter sets forth the way the claim will be handled. 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 or does not fall within the coverage provided.

4. Resolution

The claim professional will work directly with you and the attorney representing your company to achieve a timely and efficient resolution of the claim.

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 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 professional. The Bond & Specialty Insurance department is made up of diverse claim and legal professionals. E&O claims are handled by claim professionals with significant industry and legal experience. We work directly with insureds, policyholders, agents and brokers and are committed to delivering world-class service to all our customers.

Do I need to hire an attorney?

If 'duty of the insurer to defend' is selected in the policy, Travelers will appoint an attorney for you. The claim professional can partner with you to ensure that you have a qualified and experienced attorney handling the matter.

If "duty of the insured to defend" is selected in the policy, you retain the right to select your attorney, subject to Travelers' consent. Should you wish our assistance, Travelers stands ready to help you in the selection and retention process. We have established relationships with experienced law firms and often have negotiated favorable rate agreements with them.

Does Travelers provide other services?

Risk Management PLUS+ Online® website

As a service to our customers and as part of your policy, Travelers provides a comprehensive online risk management program to assist you. The program includes updated legal briefings, timely and relevant articles and training programs. These are designed to keep you informed of important statutory, regulatory and legal changes.

Link to the Risk Management PLUS+ Online website at rplusonline.com.

What other products are available from Travelers?

We provide specialty coverages to protect our insureds against exposures that may arise from employment practices, benefit plans, identity fraud, management of the bank, and kidnap and ransom of employees.



travelersbond.com

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

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