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## **Construction Story**

(DESCRIPTION)

Text, Part of the Crew. A truck drives through a construction site

(SPEECH)

JENNIFER LEE: I've got a reputation as being a real straight shooter. I don't know if it comes from my family background, or just working with contractors now for 30 years, but 9 times out of 10, someone will say to me, I really appreciate you being open and honest.

(DESCRIPTION)

Opens door

(SPEECH)

When a contractor comes to me, they're obviously looking for some sort of solution. And the bottom line is, contractors just want to deal with people that they know and trust.

CONTRACTOR 1: Hey, Jennifer. How are you doing?

JENNIFER LEE: You got to be out there, you got to listen, you've got to be a creative problem solver to get the job done. At the end of the day, my goal is to help contractors find the best solution.

(DESCRIPTION)

Text, Jennifer Lee, Large Accounts

(SPEECH)

MIKE KOPPANG: I've been in construction all my life. I got a job with a local mason, and learned how to lay brick in block. And then I went on to college to get my degree in civil engineering with a geotechnical focus.

(DESCRIPTION)

Men in hard hats

(SPEECH)

I worked for nine years building high rises in downtown Boston, and still maintain my high rise license to this day. That was the experience that really made a difference in what I do now. When contractors realize I speak their language--

CONTRACTOR 2: Hey, Mike. How are you?

MIKE KOPPANG: --they see me differently. All of a sudden they know, I'm not just some sort of an insurance guy. I'm one of them. When they know I understand, they lean in a little closer, and really listen.

(DESCRIPTION)

Text, Mike Koppang, Risk Control

(SPEECH)

RICK KEEGAN: I think the combination of coming from a blue collar background, and working in risk management for an ENC 10 company gives me a real appreciation for people who go out into the trades every

single day, and how hard they work. I grew up learning that a handshake means something, and that's what this industry is all about. Trust.

CONTRACTOR 3: Hey, Rick It's good to see you. Glad you're here.

RICK KEEGAN: We have over 700 people that live and breathe construction 24/7. We've got an infrastructure of underwriters, claim, and risk control professionals dedicated to just construction. I feel a deep sense of commitment to use our expertise, and our knowledge to help folks run a better job, and help make sure people get home safe.

(DESCRIPTION)

Rick Keegan

(SPEECH)

DAN CREAGER: When you see workers climbing up 37 stories with all the noise, and the dust, and the debris, it's terrifying. When something goes wrong, it can go wrong in a big way. It gives you a healthy fear, and a real respect for what these guys do every day.

CONTRACTOR 4: Hey, Dan. How are you?

DAN CREAGER: I walk around with a forensic guy. My knowledge of what can go wrong after 35 years being around construction, it's very much appreciated by our policyholders. Helping keep businesses safe, and growing, and moving forward, that's the real importance of what I do.

(DESCRIPTION)

Dan Creager

(SPEECH)

JENNIFER LEE: Jennifer Lee.

MIKE KOPPANG: Mike Koppang.

RICK KEEGAN: Rick Keegan

DAN CREAGER: Dan Creager.

DAN CREAGER: Part of the crew.

(DESCRIPTION)

A logo of an umbrella. Text, Travelers. Travelers dot com slash construction