

*Creative  
solutions*  
for complex risk

# Creative solutions

## for corporate business risk

### **The difference that makes the difference**

When creating a programme of insurance for a corporate business, there's a lot to consider.

The solution will require sector knowledge, regulatory awareness and considerable consultation, especially if the company's operations cross borders and jurisdictions.

But it requires something else too. The ability to appreciate and respond to the concerns of a client. The imagination to take a broader perspective. And the flexibility to devise new and unique ways to structure and deliver the programme.

That's the kind of creative thinking we encourage at Travelers, which is why we've designed our offering to give our clients:

**A Creative team** that's co-ordinated, multi-skilled and backed by a huge diversity of expertise

**Creative programmes** that respond to the ever-changing needs of our customers

**Creative commitments** that help customers achieve their ambitions

**Creative benefits** that add extra value

Travelers has over 160 years' experience providing creative insurance solutions to corporations with large or complex operations. Every day, our worldwide team of over 30,000 experts help businesses manage risk and achieve their ambitions.

“Creativity is a habit, and the best creativity is the result of good work habits.”

Twyla Tharp  
American dancer, choreographer and author



# Creative Teams

that are co-ordinated, multi-skilled and backed  
by a leading multinational brand

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“It’s the best of both worlds. There’s a co-ordinated team of specialists that we regularly consult with who can draw on a huge diversity of expertise according to our needs. And behind all that is the sheer financial strength of Travelers which is very reassuring should we need to make a claim.”

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#### **A team structured around your needs**

Insurance is all about building relationships. That’s why Travelers offers corporate clients a co-ordinated integrated team with the cross-class expertise to see the bigger picture. They, in turn, have access to over 30,000 insurance experts worldwide.

#### **Regional presence**

Our regional branch offices have corporate experts on hand to provide local service and support when needed.

#### **Multinational support**

Companies that operate across borders can benefit from our network of partners and platforms delivering coverage and service in over 125 countries.

In order to maintain a consistent level of expertise, our underwriters are embedded in the markets they support. This enables them to provide knowledge of local regulations and issues at national, regional and even local community level.

#### **The financial strength to meet customers’ claims**

With total assets of approximately \$103 billion\* and total revenues of around \$29 billion,\*\* Travelers is in a strong financial position. This reassures our customers that valid claims will be paid without delay.

#### **160 years’ experience**

Our longevity reflects our longstanding ability to adapt to changing times while remaining committed to the needs of our customers.

### **Case Study**

**Example:** An Irish client with significant U.S. exposure approached us about creating a global programme.

**The Solution:** The programme Travelers provided included a large U.S. workers’ compensation and U.S. auto placement, both centrally controlled from Ireland. The client could then benefit from the economies of scale and premium efficiencies that result from placing all lines of business on a global basis. Travelers’ global operations are fully integrated, enabling ease of movement of data and premium and enabling clients to place their U.S. exposures through their Travelers underwriting contacts.



#### **Did you know?**

When it came to loss control services and claims handling, European Risk Managers named greater co-ordination between teams as a top three area of improvement.\*\*\*

\* On Dec. 31, 2017 \*\* For 2017 \*\*\* FERMA survey

# Creative programmes

that respond to our customers' ever-changing needs

“Travelers is an insurance pioneer. They wrote the first auto insurance, the first aircraft liability insurance and even the first personal accident cover for astronauts. They also created the first insurance for electronic data processing equipment. The company has a long history of developing innovative insurance solutions – and in today’s fast-changing business world, that’s the kind of heritage that really counts.”

## Just because it’s never been done before doesn’t mean it can’t be done

Travelers delivers bespoke and innovative solutions for large and complex corporations across a wide range of sectors. With businesses facing an increased number of emerging and evolving issues each day, our suite of over 21 insurance products offers bespoke cover for each risk, enabling you to mitigate these risks and challenges before they happen.

## Tailoring a programme to our customers’ needs

### Joint ambition planning

We meet with our potential customers to talk about their business – the current situation as well as future aspirations. This enables us to grasp the overall business context before considering what type of cover may be required.

### Customer immersion sessions

An immersion session is facilitated with a proposition manager, underwriters and risk control representatives. This is a more extensive and detailed discussion aimed at gaining a more complete understanding of the business and what role insurance can play in supporting it.

## Putting it all together

We will then use our expertise across individual insurance lines to customise a programme of covers that meets the company’s exact specification. Our flexible quote and insurance programmes ensure that our customer has the maximum possible choice when it comes to actually arranging cover.

## Case Study

**Example:** An Irish client in a fast moving industry required a global programme to help them manage their total cost of risk.

**The Solution:** Travelers provides global programmes on a fully cross-class deductible basis with a single aggregate deductible across all lines of business. There is a single central point of contact across all covers which helps to reduce disclosure requirements. Fully cross-class programmes, bespoke tailored wordings and a central underwriting contact are available across property, casualty and motor insurance.



## Did you know?

In their most recent survey, 59% of AIRMIC members once again voted ‘lack of innovation’ as one of their top three market concerns.\*

\*AIRMIC pre-event survey



# Creative commitments

that help customers achieve their ambitions

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“In the end, every business needs an insurer that sticks to its word. We’ve got big plans that we’re excited about and ready to invest in. Once we’re satisfied that we’re protected against the worst, we can get really motivated about doing our best.”

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## At Travelers, we deliver on our promises

We’re happy for our commitment to be measured – and have even devised our own measuring methods that are unique in the market. By truly understanding our customers we can help them ascertain the value of their insurance investment and monitor its impact on their business. Below are some of the ways we help them keep track.

### Customer Relationship Managers

We assign a dedicated client manager to synchronise all areas of the business in order to maximise value from the insurance policy. They will also oversee the overall service delivery.

### Annual Service Plan and Scorecard

This plan commits us to specified actions and deliverables and is monitored by an annual scorecard. It’s an account dashboard provided by your client manager for you to share within your business.

### Loyalty Agreements

These are designed to help with your long-term business planning as they commit all parties to renewing for two periods of insurance after the first period. The key feature of a Loyalty Agreement is that the insurer cannot terminate it due to adverse claims developments.

### Claims Review and Trend Meetings

Travelers’ team of experts regularly meets with our corporate clients to deal with any issues that may arise and to maximise learnings from customers’ losses or the losses of others in their sector. This is largely achieved through the sharing of data to help us work more effectively together and mitigate future risks.

### Value Reports

By compiling these regular reports, we revisit value, seek new opportunities and ‘re-commit’ to the long-term relationship through regular contact with clients.

### Risk Academy

These on-site and online training courses are delivered by experienced professionals exclusively for our customers. Topics covered include health and safety and business continuity.

## Case Study

**Example:** A client wanted to reduce their total cost of risk by increasing their self-insured retention across all lines of business.

**The Solution:** Travelers provides truly cross-class policies, so we structured a programme with a single SIR and aggregate that applied across all business lines. This provided premium and tax efficiencies and gave the client more control of their smaller claims. Travelers’ single P&L offering across property, casualty and motor covers means we are uniquely placed to design and implement innovative insurance programmes.

# Creative benefits

providing extra value to our customers

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“It’s really helpful to have an insurer that operates more like a partner. Travelers provides the broader business outlook that we need to get a proper perspective on our insurance requirements – and plan for them accordingly.”

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## For us, insurance is much more than just a policy

We build long-term partnerships by providing insights that inform and support our clients’ business decisions. Some of them are unique in the market.

### MyTravelers

Our online portal hosts a range of digital tools and resources – from claims statistics to over 3,000 industry-specific loss prevention assets.

### Claim University

Our state-of-the-art professional development facility provides technical training and leadership development to more than 11,000 claim employees. Opened in 2007, it’s a symbol of Travelers’ commitment to our employees and customers.

### Risk Management Solutions

These complimentary services are delivered by over 750 risk management professionals around the world to help our clients prevent losses. They include on-site consulting, online resources and on-demand services.

### Thought Leadership

We constantly seek to identify new threats and inform our corporate clients through briefings, educational videos and whitepapers. These could concern emerging technology risks, new legal trends or other evolving situations.

### Risk Index

Our annual survey looks at the main issues businesses are concerned about right now and how individuals and companies are dealing with the risks they face every day.

### Industrial Hygiene Laboratory Services

We can help businesses assess employee exposures and work towards the prevention of occupational illnesses. We provide laboratory services where samples are sent to labs.

### Fire & Forensics Laboratory

Our state-of-the-art engineering laboratory deals with more than 3,000 claims each year. Its hi-tech equipment enables our expert team to investigate all aspects of fire and forensics.

### Nurse Case Management

Our Nurse Managers work simultaneously with our claim professionals, on behalf of our customers. This brings another layer of expertise to claims for personal injury and rehabilitation management.

### U.S. Catastrophe Response Centre

Effective disaster response is about preparation and this is the venue where we coordinate response activities in a controlled environment – away from the disaster area. In addition, we also have specially-trained catastrophe response experts who are ready to deploy to any disaster site within 24 hours.



## Did you know?

The 2017 World Economic Forum Global Risks Report found that 59% of experts and decision-makers across the world expect an increase in risk in 2018.\*

\*Global Risks Report <http://reports.weforum.org/global-risks-2018/global-risks-2018-fractures-fears-and-failures/#view/fn-1>

# About Travelers

Here is a comprehensive list of the covers we provide and the types of business we provide them for.

## Products

Business Interruption  
Crime  
Criminal Protection Response  
Cyber (1st & 3rd party)  
Directors & Officers  
Employers' Liability  
Employment Practices Liability  
Kidnap & Ransom  
Personal Accident & Travel  
Professional Indemnity  
Property  
Products Liability  
Public Liability  
Terrorism

## Industries

Advanced Manufacturing  
Automotive  
Educational Services  
Financial Institutions  
Hotels  
Legal  
Marine  
Professions  
Retail  
Real Estate  
Technology  
Warehousing & Distribution

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Travelers operates through several underwriting entities through the UK and across Europe. Please consult your policy documentation or visit the websites below for full information.