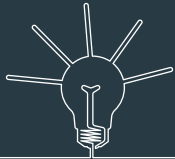


Travelers Schemes

Seeing schemes in 4D. The Travelers process



1. Discovery

This is where we...

- Get up to speed with your scheme, whether it's a new idea or an existing book
- Understand the opportunity, by discussing your scheme proposition, how it meets the needs of the target audience, and its expected performance
- Learn about your wider business and how we can support your aims and ambitions
- Establish if this is the right fit for us both and how our teams can align and work together
- Produce a requirements document based on a clear understanding of your needs

2. Design

At this stage we...

- Work with you to refine the proposition further
- Bring in experts from across our business to design a solution that meets the needs of your scheme's clients and your business
- Undertake due diligence to deepen and verify our understanding
- Agree commercial terms in principle, as well as next steps, roles and responsibilities



3. Delivery

Now it's time to...

- Put our scheme solution into action, with clear milestones geared to your launch requirements
- Call on our expert teams to support with each aspect of delivery as your scheme goes live
- Agree the success measures that will underpin our relationship, such as KPIs for Management Information and service expectations
- Sign contracts to confirm our commercial agreement

4. Development

Then we're ready to...

- Agree the level of contact and support you need in the first few weeks and months, adapting to ensure expectations are met
- Monitor performance against our agreed KPIs
- Introduce a Scheme Plan, designed to support you with insight, marketing and claims
- Schedule regular reviews to take a detailed look at progress against the Scheme Plan



For more information or to discuss an opportunity, please contact SME Distribution Director, **Jonathan Forster**, at schemes@travelers.com

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