



**DELIVERING ON THE PROMISE WITH SUPERIOR CLAIM SERVICE** 

### Claim Relationship Managers

Our Claim Relationship Managers (CRMs) are knowledgeable and experienced relationship managers located across the country who understand the unique claim needs of our customers and are committed to addressing those needs each and every day. From helping risk managers assess loss exposures to managing claim reviews, CRMs deliver superior service to help our customers meet their business objectives and achieve optimal claim outcomes.

# It's our business to know our customer's. Our Claim Relationship Managers are ready to:

- Listen to the customer and customise a claim service programme to meet his or her needs
- Manage and facilitate the overall delivery of our customer's claim services
- Serve as our customer's claim implementation and transition specialist
- Work closely with our customer's risk management department
- Develop mutual goals and strategies to efficiently manage loss costs and partner to assess performance and loss trends
- Serve as our customer's single point of contact in resolving customer issues or concerns
- Recommend and facilitate claim related training where appropriate

The information provided in this document is for general information purposes only. It does not constitute legal or professional advice nor a recommendation to any individual or business of any product or service. Insurance coverage is governed by the actual terms and conditions of insurance as set out in the policy documentation and not by any of the information in this document.





**DELIVERING ON THE PROMISE WITH SUPERIOR CLAIM SERVICE** 

## Claim Relationship Managers

Our Claim Relationship Managers (CRMs) are knowledgeable and experienced relationship managers located across the country who understand the unique claim needs of our customers and are committed to addressing those needs each and every day. From helping risk managers assess loss exposures to managing claim reviews, CRMs deliver superior service to help our customers meet their business objectives and achieve optimal claim outcomes.

## It's our business to know our customer's. Our Claim Relationship Managers are ready to:

- Listen to the customer and customise a claim service programme to meet his or her needs
- Manage and facilitate the overall delivery of our customer's claim services
- Serve as our customer's claim implementation and transition specialist

- Work closely with our customer's risk management department
- Develop mutual goals and strategies to efficiently manage loss costs and partner to assess performance and loss trends
- Serve as our customer's single point of contact in resolving customer issues or concerns
- Recommend and facilitate claim related training where appropriate

#### travelers.co.uk

Travelers Insurance Company Limited 61-63 London Road, Redhill, Surrey RH1 1NA. Travelers Insurance Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registered office: 23-27 Alie Street, London E1 8DS. Registered in England 1034343.

The information provided in this document is intended for use as a guideline and is not intended as, nor does it constitute, legal or professional advice. Travelers does not warrant that the information in this document constitutes a complete and finite list of each and every item or procedure related to the topics or issues referenced herein. In no event will Travelers or any of its subsidiaries or affiliates be liable in tort or in contract to anyone who has access to or uses this information. Travelers does not limit or exclude any liability for death or personal injury caused by its acts or omissions. This document does not amend, or otherwise affect, the provisions or coverage of any insurance policy or bond issued, nor is it a representation that cover does or does not exist for any particular claim or loss under any such policy or bond.





**DELIVERING ON THE PROMISE WITH SUPERIOR CLAIM SERVICE** 

## Claim Relationship Managers

Our Claim Relationship Managers (CRMs) are knowledgeable and experienced relationship managers located across the country who understand the unique claim needs of our customers and are committed to addressing those needs each and every day. From helping risk managers assess loss exposures to managing claim reviews, CRMs deliver superior service to help our customers meet their business objectives and achieve optimal claim outcomes.

## It's our business to know our customer's. Our Claim Relationship Managers are ready to:

- Listen to the customer and customise a claim service programme to meet his or her needs
- Manage and facilitate the overall delivery of our customer's claim services
- Serve as our customer's claim implementation and transition specialist
- Work closely with our customer's risk management department
- Develop mutual goals and strategies to efficiently manage loss costs and partner to assess performance and loss trends
- Serve as our customer's single point of contact in resolving customer issues or concerns
- Recommend and facilitate claim related training where appropriate

#### travelers.co.uk

Travelers Insurance Company Limited 61-63 London Road, Redhill, Surrey RH1 1NA. Travelers Insurance Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registered office: 23-27 Alie Street, London E1 8DS. Registered in England 1034343.

The information provided in this document is intended for use as a guideline and is not intended as, nor does it constitute, legal or professional advice. Travelers does not warrant that the information in this document constitutes a complete and finite list of each and every item or procedure related to the topics or issues referenced herein. In no event will Travelers or any of its subsidiaries or affiliates be liable in tort or in contract to anyone who has access to or uses this information. Travelers does not limit or exclude any liability for death or personal injury caused by its acts or omissions. This document does not amend, or otherwise affect, the provisions or coverage of any insurance policy or bond issued, nor is it a representation that cover does or does not exist for any particular claim or loss under any such policy or bond.