

“Thank you for trying so hard for us”

One of our manufacturing customers praised the work of Travelers claim professionals following the support provided in defending a product liability claim. *“Please thank your colleagues in America for us”*. Our claim professionals had leveraged the resources in our New Jersey claims office for assistance in negotiating settlement on a claim stemming from a US claimant



“This is wonderful news, thank you so much for helping me through this stressful time, much appreciated!”

A claimant who had the misfortune of being injured following an incident with one of our transportation customers. Our claim professional had helped them through the claim process and remarked on the support they received



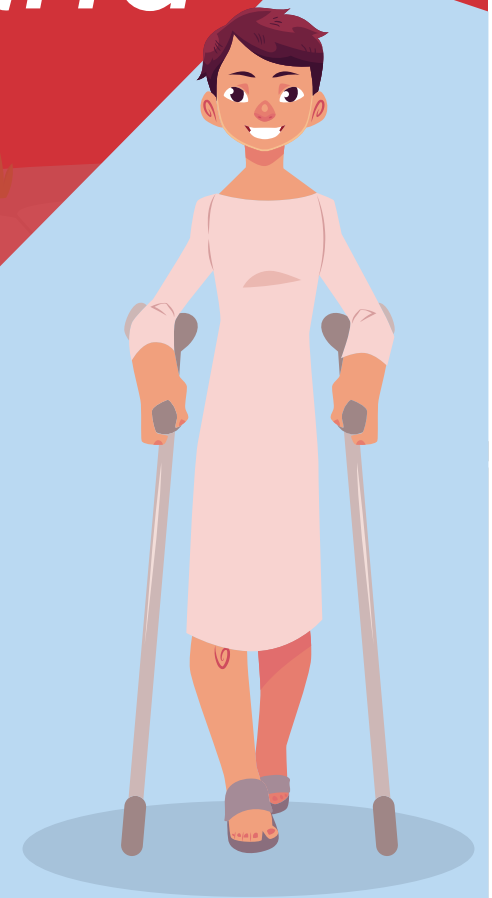
Efficient claims handling is a very important part of the service we receive from Travelers and you have ensured that it has always been delivered.

Remarked a solicitor customer following an excellent working relationship with one of our Claim professionals in the Manchester professional risks team



“It is a testament to your support for us here and your tenacity with the investigation.”

Were the comments from one of our public sector customers following the support our claims team gave them in defending an alleged trip on a defective pavement. *“This [result] will, of course, help us tremendously in these difficult financial times, but the fact that we have had such strong support for us here is valued.”*



Understanding, incisive and very responsive

Remarked a solicitor customer to one of our professional risks claim professionals, *“I am much in debt to you for looking after us so well at Travelers in recent years. You have been the consummate professional”*



*“That’s a great result
– many thanks to you
for your assistance in
the successful defence
of this complex matter!”*

A public sector customer praised the result following great teamwork between the Travelers Claim professional and our in-house fraud team following a win before trial of a slip and trip claim made against their business



Travelers has continued to be supporting, trusting and collaborative in our approach to incidents and claims

Was the praise received from one of our transportation customers, following work involving improving processes around litigation, reserving and recoveries? *“You are brilliant”* they remarked.



“Customer relations and customer service has been simply outstanding – nothing is ever too much, and things get done quickly and efficiently when they need to

Was the feedback registered by one of our Technology customers following some rehabilitation support offered to some of their employees by our in-house Nurse. *“Her expert advice, guidance and professionalism have been invaluable and very much appreciated by everyone she has been involved with here.”*



“The customer particularly appreciates being able to just pick up the phone and ask any question, even if it’s a stupid one

Stated one of our brokers following a discussion with a solicitor insured with Travelers. *“[The customer] was singing your praises on a conference call this morning, he said that he’s really impressed with Travelers and that it’s a welcome change from previous insurers”*



“It brings a tear to my eyes to realise that there are still people like you who are real insurance people and understand the promise behind an insurance policy.”

“I really appreciate the effort and the work you have put into this claim matter,” wrote one of our Irish brokers following claims support offered on one of our Automotive policies.

