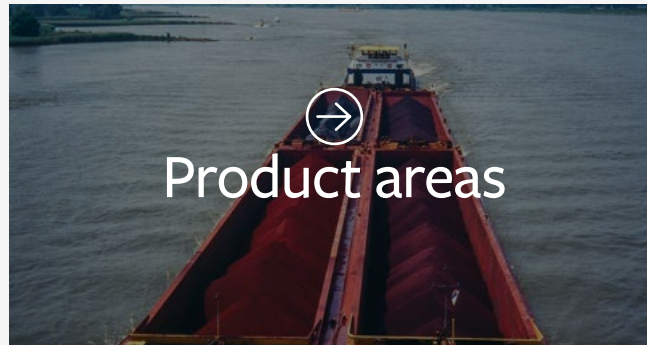
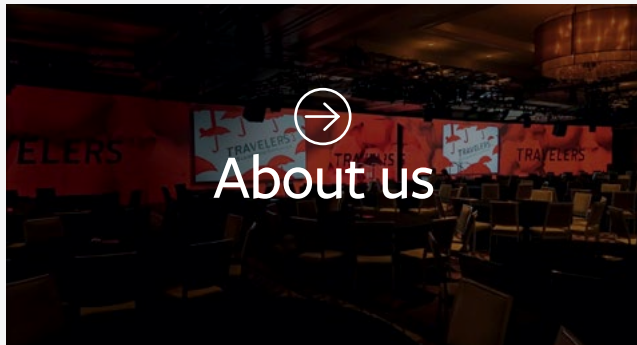


Travelers Syndicate 5000



About us

The group has total assets of approximately \$103 billion, shareholders' equity of \$25 billion and total revenue of \$27 billion, as of December, 2015. Our European based operations offer our customers a wide range of coverage through Travelers Insurance Company Limited, Travelers Syndicate Management Limited (Syndicate 5000 at Lloyd's), and Travelers Underwriting Agency Limited.

30,000+

employees globally

AA rating

Standard & Poor's



Read more about the history of Travelers >



A history of Travelers

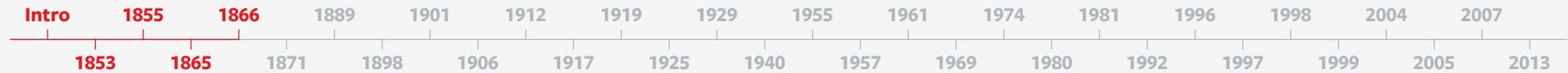


The colorful and exciting history of Travelers illustrates a remarkable ability to adapt to changing times while maintaining a steadfast commitment to customers. Travelers is one of the largest property casualty insurance companies in the United States, with offices in Europe, Canada and Brazil and draws upon the proud traditions of two of the oldest and most respected firms in the industry.

Our history is inextricably intertwined with the challenges, changes and accomplishments that the US faced throughout history. From pre-Civil War to post-9/11 times, we have consistently worked hard to respond to our customers' ever changing risk management needs and this is applied globally across all our offices.



A history of Travelers



1853: The St. Paul is formed

In 1853, St. Paul was an America frontier “boom” town on the Mississippi. With all wood buildings, devastating fires would regularly break out, leaving Property owners either in ruin, or waiting months for claim settlements from eastern insurance companies. Alexander Wilkin, secretary of the Territory, and an enterprising entrepreneur, recognised the need for a local insurance company. He and 16 fellow St. Paul businessmen joined forces and founded St. Paul Fire and Marine Insurance Company.



1855: First St. Paul claim



Wilkins instructed the company’s new insurance agents to provide prompt service and intelligent answers and to conduct business with honesty and integrity. In 1855, the company paid its first claim after a blaze erupted in a bakery and spread to an adjacent row of offices. The law allowed companies 60 days to pay claims, but The St. Paul came through for policyholders more quickly.

1865: Travelers is formed

Travelers Insurance Company was formed in 1865 by Hartford businessman J. G. Batterson for the purpose of insuring travelers against loss of life or personal injury while journeying by railway or boat. From a fractured leg while attempting to stop a runaway horse, to incidents of steamships sinking with hundreds of passengers aboard, claims paid by Travelers during its first years provide a picture of the everyday hazards of the time. Through it all, Travelers prospered while meeting all of its obligations.

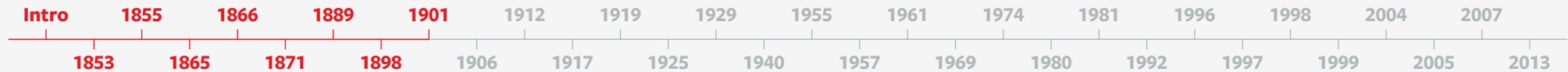


1866-1870: Travelers stand firm



By January 1866, some 70 rival accident insurance companies had formed within a few months of Travelers to address the need for accident insurance, but they were hit hard by heavy claims. All companies selling accident insurance tickets assembled in Philadelphia and agreed to unite under J.G. Batterson’s leadership. Five years later, Travelers was the sole survivor and reinsurer of the others.

A history of Travelers



1871: Great Fire of Chicago

In the summer of 1871, a devastating fire destroyed much of Chicago. With 17,450 buildings destroyed, leaving close to 100,000 people homeless and 275 people dead, the estimated total property damage was a staggering \$196 million. More than 200 insurance companies suffered losses as a result of the Great Fire, with many going out of business. The St. Paul paid its Chicago claims dollar for dollar, earning a solid reputation for coming through, whatever it takes.



1889: Travelers add Liability coverage



In order to meet a business need for policyholders and to pursue J.G. Batterson's vision of a multiple-line organisation, Travelers decided to take on liability risks and introduced liability insurance for employers, basically what is today known as workers compensation.

1898: First automobile policy

Always keen to stay up to speed with the technology of the day, in 1897, Travelers issued the first automobile policy to Gilbert J. Loomis, an ingenious mechanic who built a one cylinder car.

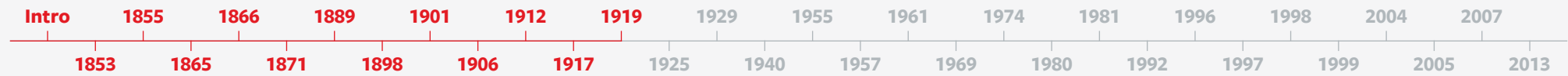


1901-1904: Department of Engineering and Safety



At the beginning of the 20th century, Travelers created a Department of Engineering and Safety, the nation's first corps of safety engineers. In the lab and in the field, safety engineers invented hundreds of safeguards to protect workers, including devices to protect workers from dangerous machines, instruments to sense the presence of toxic gases, and tests to check for hazards of all kinds used in the home, office or plant.

A history of Travelers



1906: San Francisco Earthquake

On Wednesday 18 April 1906, an earthquake rocked the city San Francisco. By Friday, fire had demolished 28,000 buildings. More than \$1,267,000 worth of claims came into St. Paul from San Francisco policyholders. On 23 April, the following message was issued to agents: We will not only pay in full but will continue business with a substantial surplus... and be prepared in the future as in the past to meet every claim presented promptly.



1912: The sinking of the Titanic



The sinking of the Titanic brought The St. Paul's first major cargo loss, with the company paying all related claims. Travelers paid more than \$1 million to beneficiaries in accident insurance claims and life insurance benefits related to the disaster.

1917-1918: The Great War

From 1917 to 1918, when America was involved in the First World War, The St. Paul sustained losses of more than \$4 million from 260 vessels that were damaged or destroyed. At the end of the war, the company became a charter member of the American Foreign Insurance Association (AFIA). Through this association, The St. Paul began to conduct business internationally.

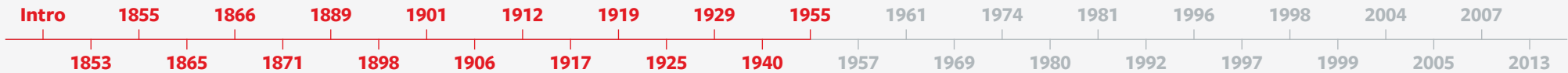


1919: First Aircraft Insurance issued



Travelers issued the first insurance on aerial transportation. The comprehensive "aircraft insurance" program included life, public liability and property damage, workers compensation and airplane trip accident tickets. The first aircraft passenger insured against aerial accidents was President Woodrow Wilson, who was presented an "Aero Ticket" on 6 May, 1919, enhancing the company's reputation as an industry innovator.

A history of Travelers



1925: Insuring valuable jewellery

The St. Paul created Mercury Indemnity Company as its liability arm. The new company's first all-risk inland marine policy was the jewellers' block, to insure jewellery in transit. Among the exotic items the company insured were some of the world's most precious stones, including the 726-carat Jonker diamond, one of five authentic Stradivarius violas and a sapphire carving of President Lincoln.



1929: Wall Street Crash and the Great Depression



Fortunes were lost and unemployment soared when the stock market collapsed in October 1929. The St. Paul managed to lay off no workers and cut no salaries during the Depression. In fact, in 1929, St. Paul employees received a special one-month salary bonus; in 1931, shareholders received an extra dividend; and the directors managed to contribute \$79,000 to relief funds during the depths of the Depression. The St. Paul emerged from the Depression a stronger and sounder enterprise.

1940: Supporting the war effort

As the United States prepared for war, Travelers volunteered to accept any risk the government asked the company to assume in relation to the manufacture of military supplies. Travelers insured airfields, military installations, highways, submarines, battleships, oil tankers, landing barges and more. When losses were reaching more than \$1 million a day, The St. Paul was asked if they were considering abandoning the wartime marine market. The company answered by offering to take a larger stake.

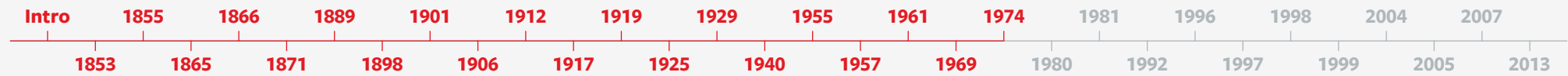


1955: Travelers issue Homeowners Policy



Travelers introduced its Homeowners Policy, providing in addition to fire insurance, personal liability, theft and other coverages. Soon, the company was writing such forms as the Storeowners Policy, Apartment Owners Policy, Farm Owners Policy and a Public and Institutional Property Plan – all providing protection against varied hazards previously issued in separate policies.

A history of Travelers



1957: Premium budget plan

In 1957, Travelers introduced its Premium Budget Plan, an innovative method by which policyholders could pay their insurance policy premiums in convenient instalments.



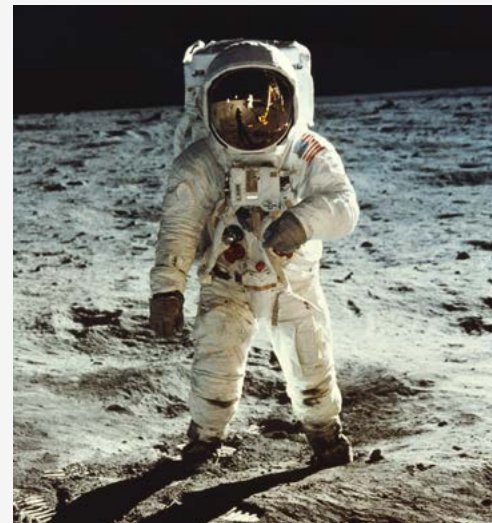
1961: Electronic data processing



The St. Paul introduced a new coverage option for electronic data processing – the first carrier to offer this innovative insurance solution. That early coverage began the company’s long-standing focus on providing insurance coverage for technology related exposures.

1969: We put a man on the moon

As the space race accelerated, Travelers issued the first accident policies for space flight and lunar exploration.

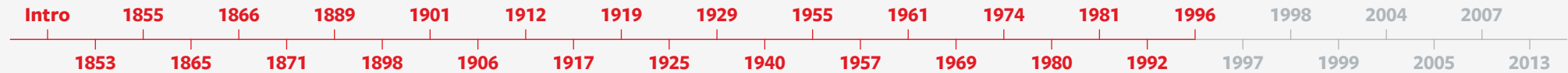


1974: Customer centric policies



Responding to rising consumer demand to understand insurance coverages, The St. Paul began a campaign to simplify insurance policy language. The first simplified language policy was written at a reading level of popular magazines. Today, both The St. Paul and Travelers maintain a commitment to writing all their policies, billing statements and other customer communications in an easy-to understand style.

A history of Travelers



1980: Interactive agency

Travelers became the first insurance company to install an interactive company/ agency computer system.



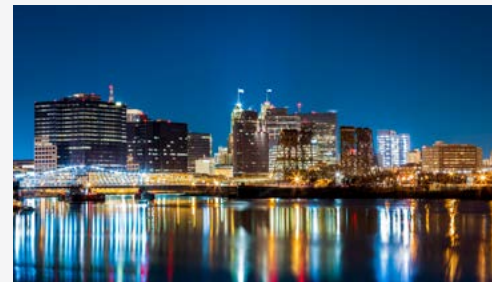
1981: Expanding into London



The St. Paul made its initial investment in St. Katherine Insurance Company, PLC, a London-based insurer, and acquired 100 percent of St. Katherine's in 1988. In 1991, St. Paul International Insurance Company Ltd. became a freestanding underwriter in London.

1992: Expansion in New Jersey

First Trenton Indemnity Company began writing personal insurance policies in March 1992 as a newly formed, New Jersey-based subsidiary of Travelers Property and Casualty Company.

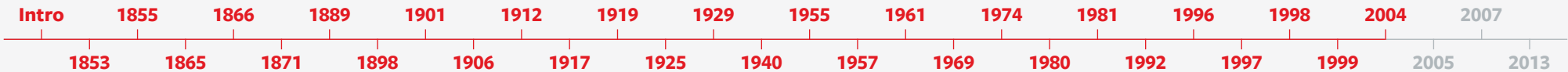


1996: Expansion, growth and access to Lloyd's of London



On 2 April 1996, The Travelers Indemnity Company and The Aetna Casualty and Surety Company merged to become the nation's fourth largest property casualty company. Travelers developed the first automated fraud detection system as a potent new weapon in the battle against insurance fraud. The St. Paul acquired two Lloyd's managing agencies, providing access to the Lloyd's of London market.

A history of Travelers



1997: Catastrophe Response Vehicles

Travelers launched the first insurance policy to protect individuals using personal computers for online banking. As a result of experience gained from Hurricane Andrew, Travelers developed the industry's first catastrophe response vehicles, self-contained claim offices on wheels.



1998: Growth and Acquisition



On 24 April 1998, The St. Paul acquired United States Fidelity and Guaranty Company, an insurance company based in Baltimore, Maryland, to create the nation's eighth largest property casualty insurer.

1999-2003: The Internet revolution

Over the next several years, Travelers responded to internet developments and the resulting changes in customer risk management requirements. They also leveraged technological advancements to improve ease of doing business with insurers for agents and policyholders. Industry-leading innovations developed during this time include cyber liability programs, protection for identity fraud, full quote-to-issue transactions for automobile policies over the Internet and an online claim reporting system.

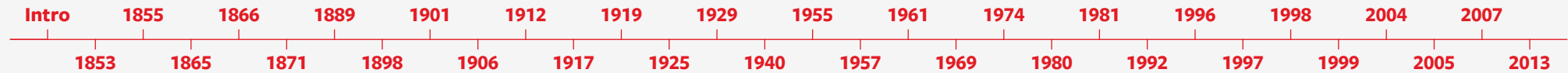


2004: St. Paul Travelers is formed



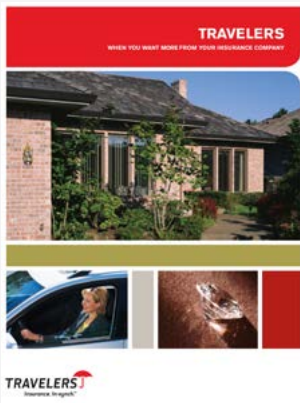
The merger of The St. Paul and Travelers on 1 April 2004, formed The St. Paul Travelers Companies, Inc., with Robert I. Lipp as Chairman and Jay S. Fishman as President and CEO.

A history of Travelers



2005: Travelers consolidation

In September 2005, First Trenton Indemnity Company began using the name Travelers of New Jersey, with the goal of highlighting their affiliation with Travelers. Travelers of New Jersey is a premier personal lines company, with more than 380,000 policies in force serviced by more than 400 employees. They are the largest personal lines independent agency company in New Jersey, and currently the state's seventh largest personal lines insurer overall.



2007: Travelers joins the New York Stock Exchange



Company consolidates under Travelers name and reacquires red umbrella. The St. Paul Travelers Companies, Inc. signs a definitive agreement to reacquire the familiar red umbrella trademark, a highly recognisable symbol that had represented Travelers and insurance protection for decades. After the closing of the transaction, the company changed its name to The Travelers Companies, Inc. and began trading on the New York Stock Exchange under the new stock symbol "TRV."

2013: Merge with Dominion in Canada

The Travelers Companies Inc. acquires The Dominion of Canada General Insurance Company which was originally founded in 1887 with Sir John A Macdonald as its first president. The new Travelers Canada substantially enhanced Travelers' product breadth in the Canadian market by coupling The Dominion's personal and small commercial portfolios with Travelers Canada's surety, management liability, and commercial middle market products.



Syndicate 5000

- Leader at Lloyd's with the strength of a major brand
- Knowledgeable staff empowered to win and retain business
- A consistent approach to superior service for brokers and policyholders
- High quality, customer-centric products and solutions designed to improve trading

150 years A+ rating

Travelers Syndicate 5000 is led by a management team with a combined experience of over 150 years of Lloyd's underwriting

Standard & Poor's

[Read more >](#)



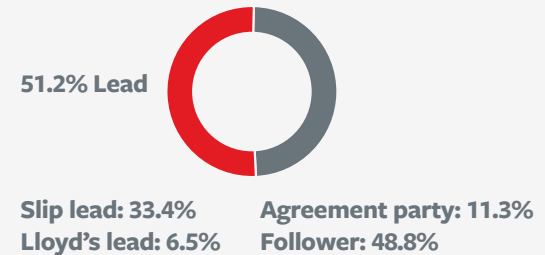


Syndicate 5000

In an uncertain world, Travelers is an established leader, committed to keeping pace with the ever-changing needs of our customers and brokers, and anticipating their needs for the future. There is no stronger testament to our dedication to protecting customers from loss than our continued innovation and ability to transform our industry.

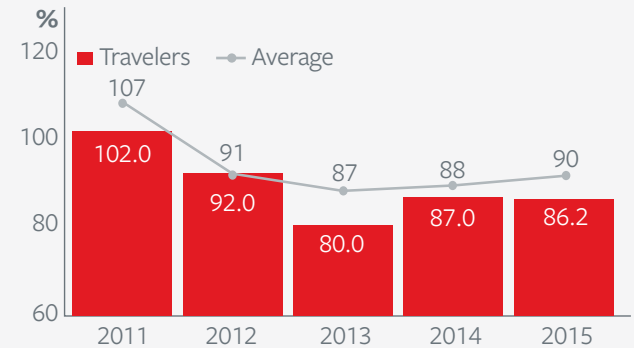
In fact, from the first ever car and space travel policies issued in the United States, to the launch of the Lloyd's market's first ever Kidnap & Ransom Piracy product, our history of advancements has propelled our company – and our industry – towards ever higher standards for customers and brokers.

Travelers Syndicate 5000 has established a strong leadership position



Source: Travelers Syndicate 5000

Travelers Syndicate 5000 consistently outperforms the Lloyd's market average combined ratio



Travelers Syndicate 5000 vs. Lloyd's market average

Source: Lloyds.com and Travelers Syndicate 5000

Service

Travelers works hard at the science of insurance: we analyse information, process perspectives and measure results to create the best combination of products and services.

97%

of brokers expect to do the same year on year business with Travelers Syndicate 5000

41%

of brokers see themselves doing more business with Travelers Syndicate 5000

[Read more >](#)



Service

We are committed to delivering a consistent, superior service for brokers and policyholders in every part of our business.

To demonstrate this commitment we continuously look for new ways, internally and externally, to measure and benchmark our performance and identify areas for development or improvement.



Examples of how we deliver great service include:

- Service charters for responsiveness
- Policy administration and documentation targets
- Dedicated box times at Lloyd's
- Named points of contact for underwriting & claims
- Office appointments available
- Team email addresses
- 24/7 claims service
- Handle claims swiftly with integrity and urgency
- Good as our word with clear escalation path
- Alignment across teams and product groups

97% of our brokers see themselves as doing the same year on year business with the Travelers Syndicate and 41% see that improving

Results based on telephone interviews with over 74 key trading contacts.
Source: Travelers Broker Satisfaction Survey – September 2015

For Underwriting performance and the levels of service provided by the main contact, our brokers class Travelers as being the most frequently mentioned 'best in class' insurer for:

Underwriting

14%

closest competitor 14%

Service

19%

closest competitor 7%

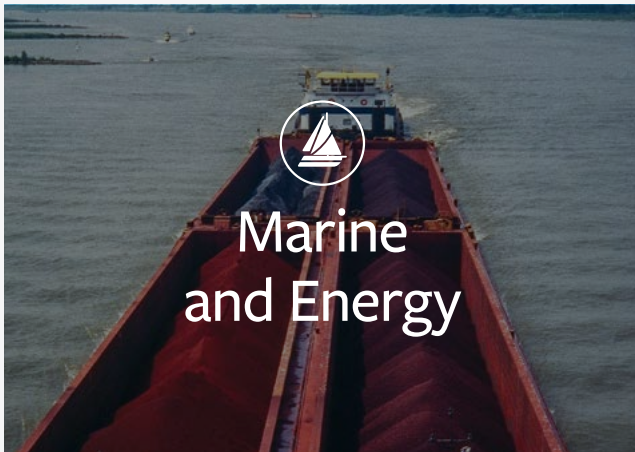
Main contact

19%

closest competitor 7%

*The source for this data is the same broker survey data for 2015

Product areas





Yacht

From Mega Yachts, Motor, Sailing, Trawler and Sports Fishing Yachts, the Travelers Yacht team is one of the leading providers of specialist Yacht insurance in the Lloyd's market with a reputation for creative and customised solutions and claims expertise.

Our experienced Yacht underwriters have a high degree of specialist industry knowledge and work closely with clients to enhance their risk management, safety management systems and quality assurance. In addition to the major classes of coverage, we can provide our clients with related products.

Target business

- Giga Yachts (Over 330ft/120m)
- Mega or Super yachts (200ft/60m to 330ft/100m)
- Luxury Yachts (Up to 200ft/60m approximately)
- Expedition/Trawler Yachts
- Cruising Motor Yachts (30ft to 70ft to 100ft with crew)
- Sports Fishing Yachts
- Sailing Yachts

Maximum capacity

- USD 35,000,000 any one vessel



Cargo

Travelers Syndicate 5000 Management Limited (Syndicate 5000 at Lloyd's) is a market leader for Worldwide Cargo risks. Travelers' Cargo team is one of the leading providers of specialist Cargo insurance in the Lloyd's market with a reputation for creative and customised solutions and claims expertise. Our experienced Cargo underwriters have a high degree of specialist industry knowledge and work closely with brokers, their clients and risk management resources to protect risks.

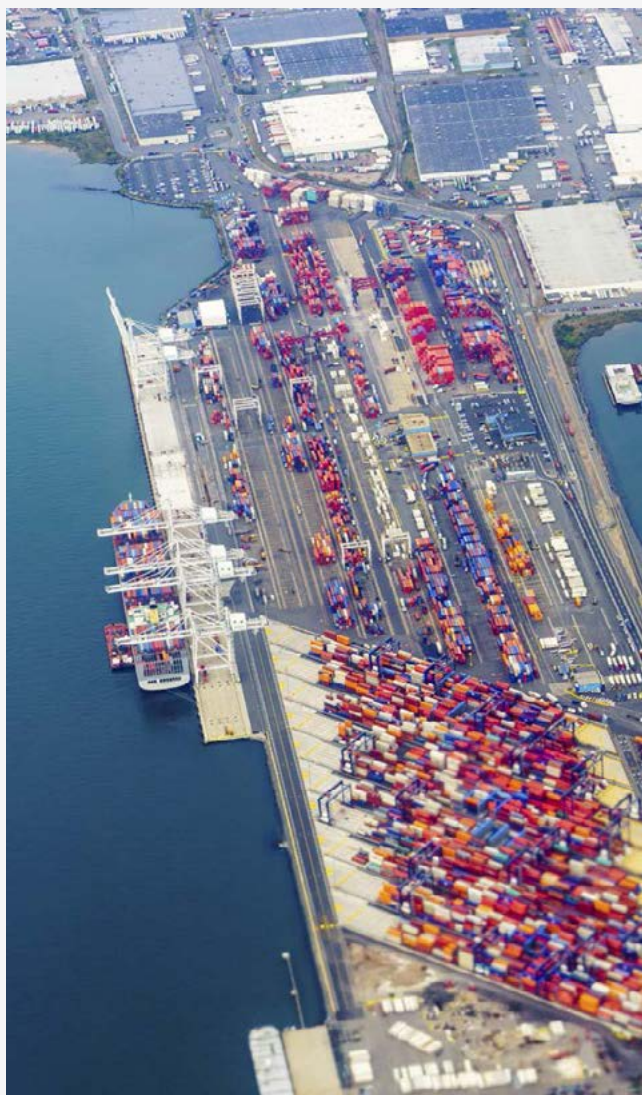
In addition to the Institute Cargo Clause & American Institute Clauses, we can provide our clients with bespoke products.

Target business

- Oil, products and gas
- Project cargoes including delay in start up
- Pharmaceuticals
- Clothing
- Chilled and frozen goods
- Stock throughputs

Maximum capacity

- USD 50,000,000
- Oil majors and project cargo USD 25,000,000
- All other commodity sectors



Ports & Terminals

From the largest port or global terminal operator to a small cargo handling facility, Travelers' Ports and Terminals team is a leading provider of specialist cover in the Lloyd's market with a reputation for creative and customised solutions and claims expertise.

Our underwriting team has many years' experience and a high degree of industry knowledge that allows them to assess and provide bespoke insurance solutions. Our proactive approach to underwriting and understanding of our clients' requirements has enabled us to build an extensive portfolio of business consisting of all types and size of operator from all corners of the globe.

Being the interface between the land and sea, port and terminal operators require a unique and specialised product which includes the covers traditionally found separately under marine and non-marine policies.

Target business

- Landlord port authorities
- Operational port authorities
- Stevedores and wharfingers
- Inland clearance depots
- Container freight stations
- Container storage depots
- Marine terminals of all types including:
 - Container terminals
 - Break bulk terminals
 - Wet bulk terminals
 - Dry bulk terminals
 - Ro Ro terminals
 - Passenger terminals
 - Car terminals
 - Ferry terminals
 - River terminals
 - Barge terminals

Maximum capacity

- USD 25,000,000 Property/Equipment/
Business Interruption
- USD 25,000,000 Liabilities



Fine art and specie

Travelers can offer forms of worldwide coverage for gold, cash and precious metals, paintings and fine art. From the largest museum to the smallest private collector, from the major banks to the smallest bureau de change, the Travelers Fine Art and Specie team provides specialist Art and Specie insurance.

Our underwriting is founded upon specialist industry knowledge and we work closely with clients and surveyors to enhance risk management, safety management systems and quality assurance.

Target business

- Private art collectors
- Museums
- Exhibitions
- Art storage
- Art shippers and packers
- Auction houses
- Art dealers
- Private jewellery collections

Maximum capacity

- USD 50,000,000 any one assured/location/transit
- Cash and/or securities on premises/in vaults or in transit
- Precious metals in transit/storage or at mine site
- Central/Commercial banks
- Mints/Depositories



Marine Hull

The Travelers Marine Hull team is a leading provider of worldwide coverage for ship, machinery and ancillary insurances for navigating vessels and building risks. Situated on the ground floor within Lloyd's of London we have a team of Marine Hull Underwriting specialists offering a range of policies which may be adapted to meet specific individual requirements.

We are a recognised market leader with an extensive knowledge of marine business. We have a stable and experienced team with a long history of high performance and a consistent approach. We offer an attractive product range supported by first class security and provide an excellent service to our clients.

Target business

- Blue water (sea going) vessels of all types
- Coastal water vessels
- Building/Construction
- Mortgagees interest

Maximum capacity

- USD 15,000,000 Hull and machinery
- USD 25,000,000 Increased value
- USD 50,000,000 Building risks
- USD 50,000,000 War risks
- USD 25,000,000 Mortgagees interest
- USD 15,000,000 Port risks



UK Marine

Travelers has a long history of protecting companies in the maritime industry, from some of the largest ports and harbours in the UK and Ireland, to individual yacht owners, sail makers, boat yards, marinas and marine equipment manufacturers.

We recognise that if these companies are to stay afloat, they need the right insurance – not only for themselves, but also for their liabilities to others that can arise from their day to day operations and unexpected defects in goods and equipment supplied.

Our team of marine specialists offer a wide range of marine insurance products and can also construct bespoke cover that can be tailored to meet your specific requirements.

Target business

- Ports and harbour authorities
- Terminal operators and stevedores
- Boat builder yards
- Ship repair yards
- Marinas and yacht clubs
- Marine engineers
- Marine trades
- Hull and yachts
- UK Cargo

Maximum capacity

- USD 25,000,000 for Property/BI
- USD 25,000,000 for Liabilities
- USD 17,500,000 for Hull & Machinery



Marine and Energy Liability

Travelers Syndicate 5000 writes a global portfolio of risks across all the major marine liability classes. At the same time we are able to understand and tailor energy products for the individual needs of our client.

As market leaders in sectors such as Energy Construction, Ship Repairers, Marinas, Charterers and Cargo Owners liability we have a knowledgeable and experienced claims team supporting these products.

With our professional approach, the team prides itself on clearly understanding the risks it underwrites and also providing a continuous service in order to adapt coverage when there are changing circumstances or needs. Business can be underwritten on either a subscription or 100% line basis.

Our dedicated team of claims specialists will respond to claims in a prompt and efficient manner and are supported by a global network of experts who possess specialist knowledge.

Target business

- Energy liability
- Offshore construction liability
- Cargo owners liability
- Marina package policies
- Charterers liability
- Container liability
- Contractual liability
- Marine General liability
- Protection and indemnity (P&I)
- Products liability
- Ship owners liability
- Ship repairers liability
- Social responsibility liability
- Specialist operations
- Umbrella/Excess policies

Maximum capacity

- USD 35,000,000



Marine Professional Indemnity

Travelers has been supporting maritime professionals since 1998 and is now a recognised leader in these classes.

We have an extensive international portfolio of clients and take pride in the tailored and flexible approach we provide to meet individual business needs. Our specialist knowledge both in underwriting and claims allows us to provide a proficient service on both claims and policy enhancements in accordance with evolving businesses and industry requirements.

What Travelers cover

Professional liability

- Errors and omissions
- Fraud of staff
- Libel and slander
- Unintentional breach of warranty of authority
- Mis-directed arrow claims
- Third party legal liability
- Claims expenses

Designated persons cover under ISM code

- Errors and omissions
- Claims expenses

Target business

Marine professionals

- Marine surveyors
- Marine consultants
- Naval architects
- P & I club correspondents
- Pilots liability
- Ship agents
- Ship managers
- Ship security consultants
- Ship/yacht brokers
- Trade associations
- Yacht charter brokers
- Lloyd's agents

Designated Persons Cover

- Company security officers
- ISM designated person
- Port facility security officers
- Shore based personnel
- Ship security officer

Maximum capacity

- USD 25,000,000



Energy

The Travelers Energy team is a leading provider of oil and gas insurance in the Lloyd's market with a reputation for creative, customised solutions and claims expertise.

Our experienced Energy underwriters have a high degree of specialist industry knowledge and work closely with clients to enhance their risk management, safety management systems and quality assurance. In addition to the major classes of coverage, we can provide our clients with related products.

Target business

The operating and construction risks associated with the upstream oil and gas industry. Partners can include independent oil and gas companies, integrated energy companies, state or national oil companies and drilling or service contractors.

We cover the onshore and offshore assets associated with exploration and production operations. We also cover the midstream sector of the energy industry.

Maximum capacity

- USD 75,000,000 any one asset



Aviation – General Aviation

Travelers are a well-established aviation insurer for all types of General Aviation risks throughout the world. We have a proven track record as market leader on varying accounts that range from single aircraft to fixed and rotor wing fleets.

Our experienced underwriters and claims adjusters have a high degree of specialist industry knowledge and can work closely with clients to enhance risk and safety management, thus creating product that will specifically meet their needs.

Our clients also benefit from the financial strength and stability that comes from being part of Lloyd's. With strong financial security every policy is supported by an A (excellent) rating from the rating agency A.M.Best, A+ (Strong) rating from Standard & Poor's and AA- (very strong) rating from Fitch Ratings. This strong security allows us to offer 100% lines on General Aviation risks within this sector.

Target business

- Rotor wing aircraft
- Fixed wing aircraft with fewer than 75 seats

Maximum capacity

- USD 52,500,000



Aviation – Personal Accident and Loss of Licence

Personal Accident insurance covers accidental death and disability benefits for crew, passengers, ground personnel or any insured person in the aviation industry on a flight risks only basis or on a twenty-four hour basis. This can be extended to cover illness.

Loss of Licence insurance provides cover in the event of permanent or temporary revocation of an aviation licence, due to accident and/or illness.

Our clients also benefit from the financial strength and stability that comes from being part of Lloyd's. With strong financial security every policy is supported by an A (excellent) rating from the rating agency A.M.Best, A+ (Strong) rating from Standard & Poor's and AA- (very strong) rating from Fitch Ratings. This strong security allows us to offer 100% lines on Personal Accident and Loss of Licence risks within this sector.

Target business

- Pilots
- Cabin crew
- Ground personnel
- Passengers
- Air traffic controllers
- Aircraft engineers
- Any member of staff in the aviation industry

Maximum capacity

- USD 600,000 per person



Aviation – Aerospace

Travelers provide physical and liability cover for manufacturers and suppliers as well as for airports, air traffic control and associated ground service providers.

The Travelers Aerospace team is one of the leading providers of Aerospace insurance in the prestigious Lloyd's market with a reputation for creative and customised solutions and claims expertise. Our experienced Aerospace underwriters have a high degree of specialist industry knowledge. They have the ability to underwrite exposures ranging from parts distributors to major aircraft manufacturers, helping insurers to safeguard not only their financial stability but also their reputation when claims occur.

Travelers are a well-established aviation insurer and reinsurer with a worldwide account, which covers the entire spectrum of the aerospace industry risk from niche suppliers to international Fortune 500 enterprises.

What Travelers cover

- Product legal liability
- Manufacturers' hull and liability
- Premises legal liability
- Hangar keeper liability
- Grounding liability

Target business

- Airframe and engine manufacturers
- Component manufacturers
- Air traffic control
- Airports
- Refuelling operations
- Ground handlers
- Maintenance, repair and overhaul
- Contractors

Maximum capacity

- USD 50,000,000



Aviation – Airline

Travelers underwrite all classes of passenger and cargo airline operations, from single aircraft to the largest fleets, including low cost, start-up and national flag carriers.

Travelers is a longstanding insurance provider in the prestigious Lloyd's market. We have a team of Airline underwriters providing a high degree of specialist knowledge, using their experience and analytical tools to deliver competitive pricing to Airline customers.

The underwriting team are supported by a dedicated claims team to ensure that we settle valid claims in a timely and professional manner.

In an ever increasing political world, we also offer solutions to cover war risks for physical damage and third party liability exposures.

In addition to offering traditional hull and liability cover, we also offer dynamic solutions for contingent risks such as loss of use, deductible buy-down and profit commission protections.

What Travelers cover

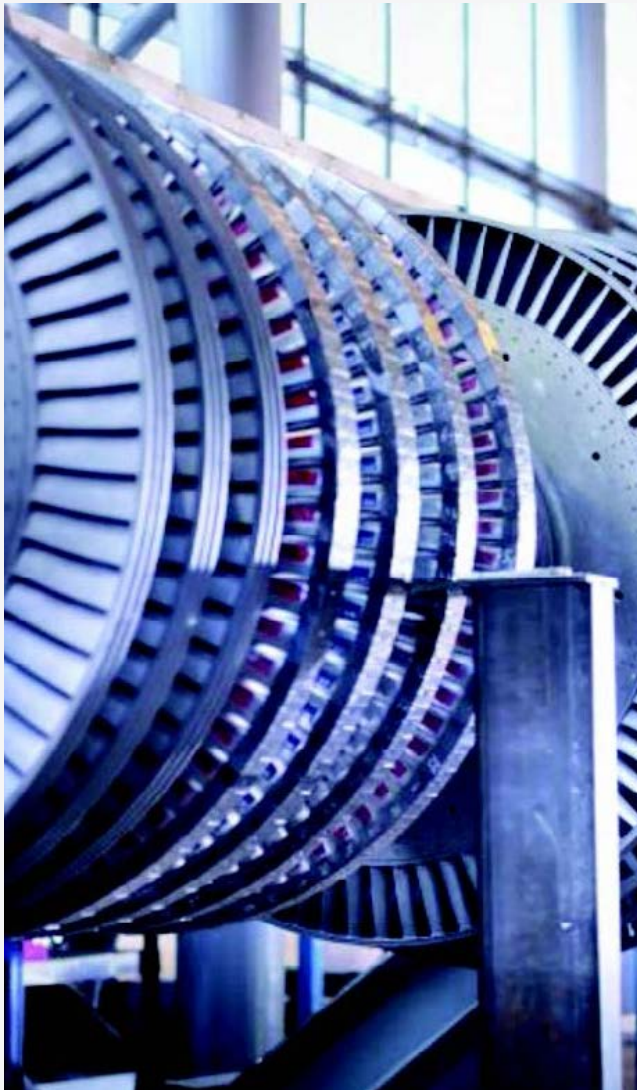
- Physical loss of or damage to aircraft hulls
- Passenger and third party legal liability
- Non-ownership liability
- Allied hull war risks
- Third party war liability
- Hull contingency
- Total loss only

Target business

- Commercial airlines and regional airlines
- Charter and cargo operations
- Aviation financiers
- Hull deductible buy-back
- Aircraft loss of use
- Profit commission protections

Maximum capacity

- USD 56,250,000



Power, Utilities and Midstream

Travelers are a recognised and respected market leader on worldwide coverage for all risks of direct physical loss or damage including machinery breakdown and ensuing time element to companies involved in electricity generation, electricity distribution and midstream energy.

Our experienced power and utilities underwriters have a high degree of specialist industry knowledge and work closely with clients to enhance their risk management, safety management systems and quality assurance. There is a strong engineering focus with two senior engineers supporting the underwriting function.

Target business

- Power generation and distribution companies including
 - Non-regulated utilities
 - Regulated utilities
 - Independent power producers
- Midstream
- Integrated power and gas companies
- Municipalities

Maximum capacity

- USD 75,000,000
- Geography: worldwide
- Maximum line size 12.5%



Renewable Energy

Travelers are a recognised and respected market leader, providing worldwide coverage for all risks of physical loss or damage including machinery breakdown and ensuing time element to all companies involved in the development, construction and operations of renewable energy assets.

Our highly experienced claims team have a technical understanding of these risks and respond quickly and effectively. Renewable energy claims can be complex and expensive. Travelers are committed to working with you to help resolve claims quickly.

Target business

- Onshore wind energy
- Offshore wind energy
- Solar energy

Maximum capacity

- USD 250,000,000 in capacity per project or phase



Property

Travelers can provide first party asset protection on a worldwide basis written via delegated authorities. Risk appetite ranges from medium size commercial risks to residential buildings.

Ranging from heavy industrial sites to large residential buildings, Travelers insures large commercial property business around the world. Our experienced underwriters have a high degree of specialist industry knowledge and work closely with clients to design an insurance product that specifically meets their needs.

Target business

- US Property Binding Authority Business

Maximum capacity

- USD 5,000,000 any one risk
- USD 25,000,000 in respect of Equipment Breakdown



Construction and Engineering

Travelers is a leading provider of insurance for the construction industry. Our specialisation in this industry, arms us with a vast database of hands-on, industry specific knowledge to help contractors manage costs. We work hard to deliver outstanding service, quality products and customised solutions. There is a strong engineering focus with two senior engineers supporting the underwriting function.

Target business

- Major construction projects
- in the following sectors:
 - Mining
 - Oil and gas
 - Building
 - Processing facilities
 - Power generation
 - Heavy and light industrial
 - Infrastructure including road, rail and water
- Owner controlled capital expenditure programmes
- Privately financed projects
- Contractor annual programmes
- Binding authorities

Maximum capacity

- USD 75,000,000 on a Probable Maximum Loss Basis



Terrorism and political violence

In today's increasingly global marketplace, the importance of protecting property against the potentially devastating effects of terrorism or politically motivated attacks is vital to business. With the nature of the risk and new threats constantly emerging it can make finding protection a significant challenge.

Our dedicated team is highly experienced, knowledgeable and committed to finding the right solution for businesses large or small, wherever they operate in the world. Travelers can provide coverage worldwide for physical damage to property as a result of terrorism, political violence, strikes, riots and civil commotion and ensuing liabilities.

Target business

- Commercial real estate
- Power/water, gas, oil and associated industries
- Hotels, entertainment
- Aviation, airports
- Construction

Maximum capacity

- USD 50,000,000 per risk



Personal accident and travel

Our policies are available to companies, individuals, families or affinity groups and can be purchased on either a stand-alone basis or as an integral part of an insurance package. We provide coverage for many territories around the world. These policies can also be issued on a reinsurance basis and delegated authority can be given to business partners.

Target business

- Employer groups
- Personal individuals
- Key persons of any business
- Credit card holders
- Business travellers
- Ships' crews
- Professional and amateur sports persons/teams
- Entertainers
- Contractors working abroad including hostile locations

Maximum capacity

- USD 7,500,000 any one person
- USD 25,000,000 any one event



Kidnap and ransom

Travelers can provide cover for worldwide Kidnap for Ransom (K&R) risks. With risks up to USD 50 million generally written 100% by us. In today's uncertain political climate, and with business conducted on an ever-growing international basis, employees are more frequently being exposed to dangerous environments. If employees or private individuals travel domestically or overseas, maintain offices or property outside the UK and Europe, have trade secrets that are vital to the organisation or simply use computers, you are vulnerable to many risks that our policy will cover.

We provide tailored cover for organisations as well as private (family) cover that is tailored for high-net worth individuals and their families, including sports, media or entertainment personalities to help protect themselves from the financial impact of a kidnap or extortion. We can also cover individuals for single or multiple trips on business or pleasure to high risk countries/locations.

Piracy risks continue to plague the shipping industry, and we can provide a specialist product that can protect ship-owners from piracy risks where ransoms are demanded.

Target business

- Corporate (small, medium and large)
- High-net worth individuals and families
- Ship-owners

Maximum capacity

- USD 50,000,000 per insured event (K&R)
- USD 10,000,000 per insured event (Piracy)

About Lloyd's

Lloyd's was founded over 325 years ago as Edward Lloyd's coffee shop.

Today Lloyd's is led by expert underwriters and brokers who cover more than 200 territories as well as working to develop the insurance industry in new and emerging markets.

Lloyd's provides 60 lines in insurance and reinsurance covering the worlds largest and most complex risks - insuring everything from the Titanic to Bruce Springsteen's voice.

£26.7bn **A+ (strong)**

gross written premiums 2015

by Standard & Poor's

[Read more >](#)



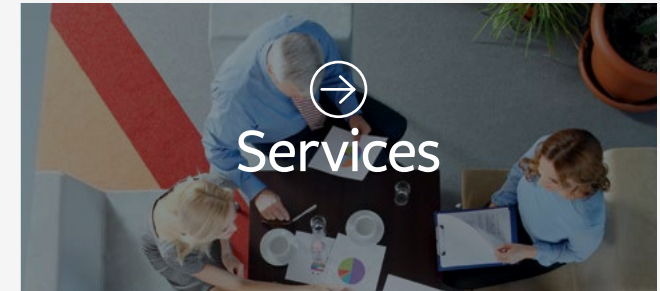


About Lloyd's

Lloyd's of London (commonly referred to as simply Lloyd's) is a marketplace for insurance syndicates with the purpose of writing global specialty risks. It is made up of 512 managing agents running 80 syndicates. It has 242 registered brokers and 4,008 coverholders.

- Lloyd's is the largest writer of specialised insurance coverage in the world. It operates in over 220 countries and territories worldwide. As of year-end 2015, Lloyd's had 84 Syndicate 5000s and over 4,000 coverholders.
- More than half of Lloyd's premium comes from North America, including 47% from the U.S. and Canada. Europe represents about a third of total premium, and Asia represents about 10%.
- A.M. best ranked Lloyd's the largest excess and surplus (E&S) carrier in the U.S. in 2014 with about 20% of E&S premium. The next highest carrier was AIG with 12%.
- On a by-line basis, Lloyd's direct insurance segment is fairly evenly split between property (38% of premium), casualty (32%), and specialty (30%) coverages.

K&R spotlight



Kidnap



Maritime piracy



Cyber extortion



Disappearance



Threat



Threat extortion



Crisis management planning



Crisis management training

Constellis

Constellis is a leading provider of risk management and operational support services to government and commercial clients worldwide. From crisis management and training to security, logistics, and life support, Constellis helps clients understand and control their risk while conducting business safely and efficiently no matter where they are in the world.



We leverage our operational excellence, comprehensive expertise, world-class facilities and global network of partners to quickly deliver tailored, cost-effective and innovative services to our clients. With more than 8,000 personnel, we recruit and retain the industry's most experienced and top-trained employees, most of whom are military or law enforcement veterans. As a result, we share a willingness to support complex operations in some of the world's most demanding locations.

Recognised for our exemplary service delivery and emphasis on quality, Constellis' portfolio companies were some of the first companies to be accredited with the International Private Security Standard (PSC.1). Furthermore, we are one of very few dedicated crisis management companies that have both the financial and operational infrastructure to support multinational operations around the world. Constellis leverages more than 8,000 personnel operations on every major continent and an annual revenue exceeding \$1 billion U.S. dollars.

- 500,000+ trained since founding
- 8,000+ employees globally
- Award-winning compliance programmes
- Reputational excellence driven by leading quality and safety systems and processes
- 20,000+ students trained each year
- World-class training facilities and resources
- \$1Billion in revenue
- More than 90% local employees
- 25+ countries across the globe with active operations

Constellis continued

Our team

Proven expertise – trusted experience

Each of our clients is supported by our dedicated crisis response team which offers an outstanding, collective track record working at the forefront of global crisis management and communications. Our crisis response consultants are internationally trained specialists who come from diverse multidisciplinary and professional backgrounds, including the United Kingdom (U.K.) and United States (U.S.) Special Forces, the intelligence community and law enforcement. They draw on many years of experience advising and supporting clients facing a wide range of crises in a diverse range of environments, including conflict and post-conflict regions. Their collective project experience in the niche and highly sensitive spheres of kidnap for ransom, hostage release, threat extortion and vessel hijacking response services includes the resolution of over 550 international cases. By maintaining an intimate knowledge of the specific security dynamics within these complex locales, our consultants are well versed in the cultural, governmental and logistical intricacies of time-critical crisis mitigation and response strategies.

Constellis' management team comprises the premier thought leaders of our industry, including former global heads of security for multinational corporations with practical experience managing crises within corporate and governmental contexts. We offer additional assurance to our clients with a governance committee that provides oversight and support to all our responders. Ultimately, both report to our distinguished board of directors and advisors, which includes a former Attorney General of the United States as well as former ambassadors and diplomats.



Global reach, rapid response and local expertise

Headquartered in Reston, Virginia, Constellis has offices and project locations across the globe, connected by three 24/7 operations command and control centres. Our crisis response team is pre-deployed around the world to deliver vital rapid-response capabilities and ensure our specialists' arrival in support of our clients within 24 hours of an incident. This unrivalled global coverage also guarantees geographic spread of expertise, outstanding local and regional knowledge, and local contacts and language capabilities. Strategically located across Canada, Kenya, Malaysia, the Netherlands, Pakistan, Spain, the U.A.E., the U.K. and the U.S., our crisis response specialists are supported through Constellis' extensive network of offices and field-based programmes. Furthermore, Constellis has a pre-deployed team of trained incident responders who can provide immediate, local support to clients while a response consultant is en route. These locations include Afghanistan, Algeria, Brazil, China, Colombia, France, Iraq, Kingdom of Saudi Arabia, Libya, Mali, Mexico, Mozambique, Nigeria, Singapore, Somalia, South Sudan and the U.A.E.

Constellis continued

Our services

From the anticipated and forewarned to the unpredictable and unprecedented, every crisis is different. At Constellis, we provide targeted, adaptable crisis preparedness and response solutions built around our foremost priority—your safety and security.

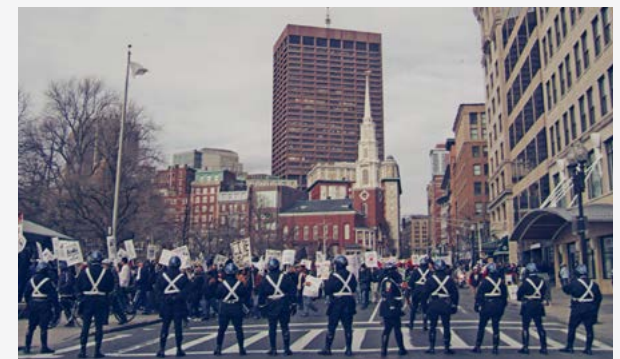
- Crisis Readiness Assessment
- Crisis Management Planning
- Crisis Simulation and Training Exercises
- Continuous Monitoring and Reporting
- Real-Time Crisis Response Services
- Cyber Security and Breach Response
- Post-Crisis Recovery Services
- Trends and Analysis Reporting



Constellis helps its clients solve crisis situations that present a risk to the safety of their personnel, the security of their assets, and the profitability and reputation of their business. With a collective track record that includes the resolution of more than 550 international cases, Constellis' crisis response consultants are well-versed in providing preventative, preparatory and post-incident specialist support to corporate, government, non-governmental and high net worth individuals. We provide a turnkey solution that comprises training, planning, response and recovery services in regard to a wide ranges of crisis events.

Standards and certifications

With established records in quality performance and compliance, Constellis maintains the most relevant certifications and standards for our industry, sectors and business lines in which the company operates including: The International Code of Conduct for Private Security Service Providers (ICoC); the Private Security Company Standard (PSC.1); and ISO 9001, ISO 14001, OHSAS 18001 and ISO 18788 certifications. Our business conduct is guided by the United Nations Universal Declaration of Human Rights and other applicable human rights documents and principles, such as Voluntary Principles on Security and Human Rights. We also belong to the Security in Complex Environments Group (SCEG).



Constellis continued

Exclusive client features and benefits

Global Operations and Communications Centre (GOCC)

Constellis clients are supported by our dedicated 24/7 Global Operations and Communications Centre (GOCC) that monitors the global security environment and coordinates our response to incidents around the world. Our consultants are supported by dedicated GOCC analysts that monitor, research and advise upon emerging issues and trends affecting our clients with customised reports and articles. Only a phone call away, our clients receive a 24/7 hotline number with dedicated analytical assistance to ensure an immediate response.

When every second counts, enhancing our clients' critical decision-making capability is of paramount importance. By leveraging our in-house GOCC, political risk analysis team and computer forensics team, our consultants have continuous access to accurate, in-depth strategic and tactical intelligence; our geospatial information system; our unique electronic data mining and recovery capabilities; and on-the-ground sourcing to enhance our core response services.

Constellis' Crisis and Intel Centre

Clients can access our virtual Crisis and Intel Centre, allowing them to review and download our best practice guides to security, crisis management and response, as well as literature pertinent to the management of issues and crises that confront organisations operating in an ever-changing world.



Worldview and Analysts' Reports

Constellis' interactive Worldview portal provides clients with up-to-date intelligence, enabling them to make informed decisions regarding their day-to-day operations around the globe. Clients can access critical information on more than 200 countries and territories through dynamic, digital maps that deliver real-time analysis. Content ranges from destination information covering airports, transportation, customs and public holidays through to crime levels, law enforcement and emergency services.

Worldview also allows our clients to interact with the consultants contributing to the information and intelligence. Clients can contact consultants for further information and request customised security briefings for specific travel.

Constellis continued

Crisis management lifecycles

Pre-incident consultancy advice, planning and training services

01

Introductory, free consultation with a crisis response consultant to conduct a crisis preparedness health check

02

Focused briefings and seminars to create awareness and highlight issues

04

Tabletop exercises or simulated role-play incidents to rehearse team members in exacting environments and test products

03

Tailored workshops to educate, rehearse and sensitise management teams to crisis response and management

Post-incident crisis response process

01

Clients call/notify the Global Operations and Communications Centre, with translator services available as required

02

A crisis response consultant confirms events to-date, provides immediate advice to stabilise the situation and reviews next steps

03

Crisis response team analyses situation, briefs client, allocates appropriate consultants and deploys them to head office and incident location to work alongside our client

05

Once the crisis is resolved, team debriefs all involved; client is given detailed report with lessons learned and appropriate recommendations

04

Analysts and senior management provide intelligence and monitor media; consultants advise clients on appropriate strategy and tactics to resolve the situation



Kidnap – India

Client

An India-based engineering firm was contracted to provide engineering consultancy to a construction company erecting pylons in Assam, India.

Event

An engineer, employed by the client, was abducted by eight armed men on motorcycles as he was returning to his accommodation having eaten his evening meal at a nearby restaurant. The victim was an Indian national in his mid-twenties.

Response

Constellis immediately deployed a response consultant to advise the client's crisis management team and set up an incident management team in Assam to work alongside the client's local management team. The response consultant briefed the client on potential response strategies. The client opted for a strategy of resistance and negotiation. The response consultant also advised the client on how to liaise with national and state law enforcement; provide support and counsel to the victim's family; and media handling.

Resolution

A financial agreement was made 11 days after the abduction. The ransom was delivered the same day and the victim was released the following day.



Maritime piracy – Gulf of Guinea

Client

A European-based maritime company operating merchant vessels on behalf of owners.

Event

A vessel owned by the client was attacked in the Gulf of Guinea, located off the coast of Nigeria, by pirates. The pirates left the vessel having stolen a number of items. After the crew searched the vessel, it was confirmed two crew members were missing. Two days later, the client was informed that the two men were ashore in the Niger Delta and that a ransom would need to be paid to secure their release.

Response

Constellis deployed a consultant to the client's head office in Europe to provide expert advice to the client's crisis management team and assist with the selection of a strategy to achieve the client's objective of securing the safe release of the two crew members. The consultant also trained and mentored the client's communicator; mapped the participants advising on liaison with government agencies and international and national law enforcement agencies; and implemented a family support plan with crewing agencies. In the final stages of the case, a second consultant was deployed to Nigeria, supported by Constellis's West Africa office, to assist in the oversight of the ransom delivery, and the recovery and repatriation of the two crew members.

Resolution

After four weeks of dialogue and negotiation, the client secured an agreement. The two crew members were released a few days later.



Cyber extortion – South America

Client

An international steel firm with its headquarters in Europe.

Event

The client's facility in South America became the victim of a malicious ransomware attack when hackers encrypted a large number of files and demanded a ransom in Bitcoin in return for the decryption key to unlock the files. The demand was set to increase by 100 percent if the client did not pay within two weeks. If the client did not pay within a month, then the files would remain encrypted forever. The encrypted files contained software for a number of manufacturing processes.

Response

Constellis's response team advised the client immediately while their computer forensic team accessed the client's network and systems confirming the attack. After conducting an in-depth analysis of the attack, the teams reviewed a number of potential response strategies with the client as well as technical aspects of the attack and future prevention.

Resolution

Once the encrypted files had been identified, the client worked with their backup files, and the software provider worked to get systems up and running again without paying the extortion demand.



Disappearance – France

Client

A leading U.S.-based university with an international student exchange programme.

Event

A Chinese student studying at the client's campus went to Paris for a semester. While in Paris, the university informed the student that she needed to return to the U.S. to retake her first year exams since she had failed them all. After hearing the news, the student told her roommates that she would be going to Barcelona for a long weekend prior to returning to the U.S. No one saw or heard from her after the weekend and she did not return to the U.S.

Response

Constellis advised the client's crisis management team on how best to locate the missing student and liaise with the student's family in China. In addition, Constellis advised the client on their interaction with the U.S. State Department, the Chinese Government, and the French authorities.

Resolution

The student was discovered in a hospital in Paris, having never left Paris for the trip to Barcelona or the return trip to the U.S.



Threat – USA

Client

A U.S. based manufacturer of seasonal goods such as calendars, cards, paper tableware and decorations.

Event

A number of executives and their family members started to receive telephone calls and emails from an individual who felt aggrieved. The individual was a former contractor for the company who managed pop-up stores in shopping malls. Following poor performance, the contract was not renewed. While the telephone calls and emails did not contain any direct threats, the language and sentiment within them led the executives to be concerned for the safety of their families and themselves.

Response

Constellis assigned a consultant to work with the client to gather information regarding the individual, the factors that led to the decision not to renew the contract, and the sequence of events that followed. After a detailed analysis, the consultant presented a threat assessment with recommended threat mitigation strategies. The executives and family members were briefed on security measures.

Resolution

The client opted to follow a twin strategy of taking legal action against the individual while also alerting local law enforcement of the individual's actions. After law enforcement visited the individual's residence, the individual ceased his activity.



Threat extortion – Mexico

Client

A family-run business based in Central Mexico.

Event

The family received a series of text messages and telephone calls threatening violence and possible kidnapping of family members against a requirement to pay money. This was not the first time the family had been the target of this type of extortion.

Response

Constellis's consultant conducted a thorough analysis of the content and text messages using Constellis's database of geo-located security incidents and intelligence. The client was advised to increase their security, but not pay the demand or enter into a dialogue or negotiation with the extortionist.

Resolution

Following two or three more calls to the client's business, which were not answered, the threat faded.



Crisis management planning – Global

Client

A European-based fresh produce distributor. The company operates globally with core business operations in Central America, Europe and the U.S., and smaller operations in South America, Africa and Asia.

Requirement

The client's head of human resources realised that the company's crisis management awareness was not adequate for their needs. The trigger for this newfound awareness was the abduction of an independent grower known to the company in Central America.

Response

Constellis's response consultants proposed a crisis awareness programme, which included the development of a crisis management plan and a series of crisis management workshops to bring awareness to the client's major hubs.

Activities

A Constellis consultant worked with the client's programme team comprised of their human resources, legal and operation departments. Together, they drafted and presented a plan that was reviewed by their management team against a series of pertinent scenarios during a workshop at the client's head office. Once the plan was finalised, three one-day workshops were delivered by two response consultants that covered crisis management and travel security through presentations, open forum and desktop exercises appropriate to the identified risks within the respective regions. The workshops were delivered in Central America and two European locations.



Crisis management training – USA

Client

A U.S.-based consultancy specialising in facilitation and strategic solutions for post-conflict nations and states. The consultancy assembled teams of advisors and deployed them to the state requesting their expertise.

Requirement

The head of safety and security for the client recognised a need to improve and augment the company's awareness and approach to crisis management. Constellis had previously conducted internal work for the company and was asked to assist.

Response

Constellis's response consultants proposed a review of the crisis management plan and the development and delivery of a one-day crisis management workshop.

Activities

The response consultants reviewed the plan and submitted it to the client with recommendations. Once the team finalised the plan, two response consultants developed a crisis management workshop to cover the plan; the client's crisis management team structure; the identification and communication structure of bona fide participants and stakeholders; family support; and media management. The response consultants delivered presentations, roundtable discussions and a desktop exercise. The client requested another workshop the following year.

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