



MyTravelers

About Travelers

AA rated

Standard & Poor's has rated Travelers AA, a testament to our financial strength to pay out large claims.

125+

Travelers offers the products, service and expertise to meet the needs of the legal sector in more than 125 countries.

Coverage

Offers a wide range of coverage through Travelers Insurance Company Limited, Travelers Syndicate Management Limited and Travelers Underwriting Agency Limited.

About MyTravelers

MyTravelers is the online gateway to access a range of useful and secure applications and services – from online quotes and claims statistics to important industry-specific control information. It's also the place where we will send you details of new products and services whenever they become available.

Open applications

By registering on MyTravelers, you will access this set of 'open applications' – meaning that anyone with a MyTravelers username and password will see them once logged in.

Account Management

This area allows you to view and update your details or change your password. If the user is an administrator they can also use the Account Management section to add new users to or remove users from their accounts. They can also transfer their administrator rights to a different user.

Claims Reports

This is a reporting tool for all claims linked to the agency code of the account. It provides a list of options for users to 'build' and customise the excel report themselves which can include our reference, date of loss, reserves, brief claim status and claimant's details. Once users have created their claims report, they will then have the option to either download their report or download specific rows which they have selected from their report.

Risk Control

This area provides risk management information and resources including sector guides, technical bulletins, useful checklists, factsheets, sample forms and webinar replays. Within this section of MyTravelers, our Risk Control team provides peace of mind to our customers by helping them understand the risk exposures associated with their operations. Our industry experience and knowledge allows us to provide guidance and best practice controls, which make businesses more resilient to loss and disruption. Additionally, we even provide innovative Risk Control On-Demand consultancy advice by remotely using screen share technology to share videos and images.

Sales & Marketing

The Sales & Marketing area holds materials, guides and instructions to help brokers grow their business.

Closed applications

There is also a range of 'closed applications', which you can access if they are relevant to your business.

Here are the key ones:

The Motor Insurers Database (MID)

This holds records of all insured vehicles in the UK. The Motor Insurance Bureau requires that vehicle additions and amendments are notified to them within two weeks of their occurrence. In order to comply with this, Travelers restricts the backdating of vehicle data to help ensure that updates are notified within two weeks. If you upload through the Travelers site, we ask that you check the vehicle is shown against your policy, and that it is showing as on cover for that date. You can contact our services desk at it.servicesdesk@travelers.com and any discrepancy will be investigated.

Most of the other 'closed applications' include our eTrading platforms such as the Management Liability Package.

The Quotes Platform

This is a dashboard of all the new business quotes, existing policies, mid-term adjustments and renewals linked to the account.

In the online quotes section you will be able to digitally generate quotes and bind policies across a range of products. The products available through MyTravelers are Automotive – Small Trader, Heritage Rail, Irish Motor Trader, Management Liability, Property Owners and Small Commercial.

Management Liability Package (MLP) on MyTravelers

Travelers has worked together with brokers to develop a new online tool to quote and bind Management Liability that's faster and easier than ever.

Our Management Liability Package was designed in consultation with brokers, to make sure we create a tool that's built around you. They've helped us to create a streamlined four-step process to generate bespoke quotes in less than two minutes and bind your coverage in just one extra click.

But most importantly, we have designed our new tool to handle your complex or non-standard risks. As a result, we've cut the need for referrals down to an absolute minimum so you can get the information you need without constant interruptions.

We have also developed a range of features to make sure you can get our support throughout your journey. This bespoke programme offers a flexible, intuitive experience with all the support and extras you need to keep track of everything.

Get a quote in four easy steps

From MyTravelers you choose the option to 'Get a new quote' which takes you into the Management Liability Package. You then begin the four-step process on the Insured Search page (a four-step timeline is displayed at the top of the page throughout the process as a visual guide to your progress).

1 **Insured search** 

2 **Insured details** 

3 **Tailor cover** 

4 **Receive quote** 

✓ **Bind** 

MLP Covers

Travelers understands the complexities of your clients' individual business and offers solutions tailored to the Management Liability risks they are exposed to.

We offer the following covers online: Directors and Officers Insurance, Employment Practices Liability, Pension Trustees Liability and Commercial Crime Insurance.

All of these covers include: Any One Claim Limit, Warranty Free Policies and Broad Definition of Wrongful Act.

Key specific benefits include:

- ✓ **Directors and Officers:** Pre-Investigation Costs, Emergency Defence Costs, Crisis Event costs
- ✓ **Crime:** Social Engineering Cover, Identity Fraud Expenses, Fund Transfer Fraud
- ✓ **Employment Practices Liability:** Broad definition of Insureds, Multi-year run-off options, Full retaliation cover
- ✓ **Pension Trustees Liability:** Insured Person Public Relations Expenses, Third Party Service Provider Pursuit Costs

Support tools

We know referrals always hold you back, so we've invested a lot of effort to designing a tool that is flexible enough for your more complex or non-standard risks, and as a result, referrals have been cut down to an absolute minimum.

We have added convenient new features to make sure you can get our support, at any point while using the tool:

Live Chat

We've developed a Live Chat feature to be used as much as you want during your quoting journey. It allows you to chat directly to a member of the Management Liability Team, and even outside normal working hours (you'll have access to one of us from 8am to 6pm). Once the issue has been resolved, you will receive an email and the next time you log on to the system a text box will highlight the issue.

FAQ and contact info

Other information is close to hand, such as frequently asked questions which are available in one click. Contact information is continuously displayed so that you can always reach us through your preferred method.

48h referral resolution

Should you be referred, a member of the Travelers Management Liability team will be with you within 48 hours to resolve the issue.

Contact the MyTravelers MLP team

Email – MLP@travelers.com
Telephone – 0203 207 6345

To access MLP, click here

To login to MyTravelers, [click here](#)
To register on MyTravelers, [click here](#)



travelers.co.uk/mlp

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Registered office: Exchequer Court, 33 St. Mary Axe, London EC3A 8AG. Registered in England 1034343

TRV2669 05/17