



GETTING OUR CUSTOMERS BACK TO BUSINESS

Property Claim Solutions

Routine property claims shouldn't slow your business down – and severe claims don't have to bring operations to a complete standstill. We will be there to help our customers when they need us most so they can concentrate on getting back to business. Our dedicated property Claim professionals are ready to help you locally and are backed by world-class resources that allow them to handle the most important job: being there for our customers.

Specialised Industry Expertise

- **We know your business** – Our property Claim professionals' vast experience and expertise help ensure we deliver exceptional Claim services to our customers, regardless of complexity or geographic spread
- **Dedicated subrogation expertise** to maximise recoveries and achieve superior claim results by exploring opportunities to recover monies paid from parties who are responsible for our customers' losses. These efforts help protect our customers' interests and minimise their claim costs
- **Travelers Fire and Forensics Analysis engineers** work closely with our property Claim professionals, providing the specialised expertise to deliver a seamless method for investigating the origins of fires and explosions
- **Claim University, our world-class training facility** based in the U.S., supports our Claim offices by ensuring our Claim professionals and the teams that support them have access to in-depth training and expertise that enable them to provide knowledgeable, empathetic, and efficient claim service to our customers

- **Large loss claim expertise** – Our large loss Claim professionals deliver exceptional Claim services, during our customers' most severe and complex losses

There may be no greater cause for concern for a business owner than a multi-million-pound loss. Travelers' large loss Claim professionals are ready to serve our customers with highly-specialised property large loss expertise.

When catastrophic or complex incidents occur, we engage our in-house resources early, including our **dedicated Subrogation team, and our Investigative Services Team** in order to better understand and manage loss exposures that impact our customers' bottom line.

The Right Resources. On the right claim. At the right time.

Our Claim professionals are supported by the power of global resources which help deliver consistent, high-quality services and optimal claim outcomes to help control our customers' total cost of risk.

- **Access to engineers, electronic discovery experts, forensic scientists and technicians** in our accredited industrial hygiene and forensics lab to assist with causation analysis and evaluation of damages

- **Travelers Special Investigative Services performs expert investigations to help mitigate potential fraud.** Travelers Claim and Special Investigative Services professionals collaborate to strengthen our system defences and better protect and serve our customers
- Our organisational approach can give our customers a distinct advantage by reducing their exposure to fraud and loss. This approach involves our **industry-leading ability to detect, investigate, and deter fraud**

We understand your business. Our size and scale enables us to invest in targeted and focused claim specialisation. Examples include (but are not limited to) the following industries:

- Boiler & Machinery
- Construction
- Financial institutions
- Manufacturing
- Media, Arts & Entertainment
- Public Sector Services
- Technology
- Transportation