


Select Accounts Service Center

SELECT ACCOUNTS | SMALL BUSINESS



As an Independent Insurance Agent, you understand how important service is to your clients. Your agency's success depends upon your reputation for customer service and on your ability to deliver high-quality insurance products backed by a reputable and stable carrier like Travelers. Our Service Center is designed to enhance your client relationships and help grow your business, because we care about our customers and the success of your agency.



Courteous & Knowledgeable Insurance Professionals

Our customer service representatives are accountable for every client and/or agency contact they receive. Through extensive training and state-of-the-art technology, our customer service representatives have the resources they need to resolve virtually all servicing requests; completing them quickly, efficiently and professionally.

Superior Operations

The Service Center is designed to enhance agency growth by allowing you to focus on expanding your business, rather than using your agency resources to service your smaller accounts. Your agency will now have the ability to focus on developing new opportunities, knowing that we are maintaining the high-quality service standards you expect for your clients.

Services That Work for Your Business

The Service Center provides a full range of services to meet your agency's needs in a cost-effective way; including issuing certificates, midterm policy changes and comprehensive coverage evaluations. Utilizing our Service Center to provide those services on your behalf helps save valuable time for other growth activities and ensures customer satisfaction.

Automation Upon Which You Can Depend

Information and efficiency are the keys to success for our independent agencies. Our Service Center is equipped with the latest automation systems to support your agency's needs and provide you with up-to-the-minute information on insureds accounts. Your clients also benefit from this automation — our customer service representatives instantly access your client's account information on inbound calls through a sophisticated management system, and insureds can go online 24 hours a day to request services at travelers.com/servicecenter/.

Extended Business Hours

Our Service Center is staffed with experienced and licensed professionals beyond the normal business hours. After all, many small business owners need this kind of servicing flexibility because their own schedules are often very hectic. Our extended business hours, Monday–Friday from 8:00 a.m. to 8:00 p.m. EST, can be accessed via our toll-free number, 888.661.3938. Additionally, our online Web site makes it possible for your clients to contact the Service Center 24 hours a day, 7 days a week.

The Competitive Edge:

- People
- Training
- Quality Assurance
- Organization and Structure

Sales & Growth Opportunities:

- BOP
- CPP
- Workers Compensation
- Auto
- Inland Marine
- Umbrella

* Facts:

- 98% Agency Satisfaction Rating
- 17.5% +/- New Business Growth Rate
- 166,000+ Accounts
- 223,000+ Policies
- 540+ Million Written Premium

* Service Center statistics are derived from monthly reporting results produced by the Select MI and Operations group.

Services Provided to Your Insureds:

- Endorsements
- Automobile ID Cards
- Coverage Counseling
- Coverage Questions
- Renewals
- Cross-Selling
- Quick Connect to Billing Department
- Quick Connect to Claim Centers
- Quick Connect to Dedicated Certificate of Insurance Team

About the Service Center:

- Associates licensed in 48 states
- All lines of Select Accounts business
- Field office sets strategy for underwriting and renewals
- Comprehensive and detailed online research library for accessing local information

How We Reach Insureds:

- Welcome Letters
- Outbound Calls
- Business Insurance Questionnaires
- Insured Web Site – travelers.com/servicecenter/
- Toll-Free Phone (888)661-3938

How We Communicate with Agents:

- Agency-Assigned Program Managers
- Customer Alerts
- Download
- Customer Activity Lists
- *Agent HQ*SM
- Issue Express NetSM
- Electronic Policy View
- Electronic Claim Notification
- Claim Management System

Respect for the Agency-Client Relationship:

- Agency name featured on business cards
- Agency name mentioned in phone conversations
- Agency Automation – Access customers' accounts any time



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