

City of Smyrna

Continuing to grow together

TRAVELERS UNDERSTANDS
THE UNIQUE EXPOSURES
YOU FACE AS A PUBLIC ENTITY.

That's why we have a dedicated team of Public Sector Claim professionals with the experience, national insight and local expertise to deliver optimal claim outcomes.

Why Travelers?

With over 150 years of experience, Travelers is the second largest writer of commercial U.S. property casualty insurance with leadership in all lines of business. A member of the Dow industrial index, Travelers holds a A+ rating with A.M. Best and is recognized for stability as a financially strong company.

Experience that makes a difference

- The Public Sector Claim team averages more than 15 years of experience and handles more than 6,000 public sector claims a year
- More than 50 Claim professionals countrywide handle general liability, auto liability, and professional liability claims for public entities at public sector service hubs in three strategic locations across the country

Expert defense

- 71 attorneys in 46 of our offices designated to handle public entity related litigation
- Overall legal expense cost reduction on average of 50% compared with outside counsel

Depth and breadth of auto claim

- Network of over 1,200 direct auto repair shops across the U.S.
- Travelers gross subrogation recovery rates beat the industry benchmark by 51%

Optimal property claim outcomes in a catastrophe

- Over 99% of first contacts made within 3 days
- 90% of catastrophe claims closed within 30 days
- 80% of reported catastrophe claims closed within a week of inspection

Optimal GL claim outcomes

- 90% of claims are closed without advancing to suit
- 92% of claims are closed at 6 months and stay closed

City of Smyrna

Our Results & Tomorrow's Relationship

Optimal Claim Outcomes

Leading digital capabilities


- Enhanced injured employee experience and engagement through MyTravelers injured employee portal.
- ePay options for injured workers through Zelle, PayPal, or EFT depending on jurisdictional allowances
- Attorney Analytics provides us insight on plaintiff firms

Auto and General Liability Claim Solutions

- Our medical professionals and dedicated nurses help to achieve optimal outcomes by partnering and consulting with Claim Professionals on first-party and third-party medical claims.
- 4D Imaging - vendor that compares Plaintiff's radiology images to a healthy person in the same state and age demographic to determine if the injury is real, exaggerated or unrelated
- We use the vast resources of Travelers including our forensic lab, investigators, and Claim Professionals to recover millions of dollars every month. (66% Subrogation Recovery Rate – compared to Industry Average of 27%)
- 91% of General Liability claims settled without litigation

Risk Control

Risk Control Specialists to help you manage your unique exposures.

ON-SITE	ON-LINE	ON-DEMAND
 <ul style="list-style-type: none">• Assessments to Consultations• Comprehensive Training• 700+ Safety Professionals	 <ul style="list-style-type: none">• RiskControl.com• Virtual Risk Manager®• Education Center• E-Mail Campaigns• Tailored Web Experience• Webinars	 <ul style="list-style-type: none">• Virtual Experience• Screen Share Technology• Built-in Efficiency• Risk Control Targeted Topics

Travelers Claims Resources



Investigative
Services



Subrogation



Litigation
Consultants



RMIS



Complex Claim
Unit

Digital Capabilities

Focused on digital capabilities in response to the evolving needs of our customers. Open the QR code to learn more about Travelers capabilities.

