

Travelers Loss Consultation

ANSWERING YOUR CUSTOMERS' TOUGH AUTO & PROPERTY QUESTIONS

Travelers Loss Consultation is a service that helps customers who have experienced an auto or property loss but are not sure whether to file a claim. Personal, Select and Agribusiness Property customers, as well as Personal Insurance Auto customers can now access Loss Consultation as part of their pre-claim decision-making process. In addition, Loss Consultation is available to you to help with your customers' claim and coverage-related questions.

Our Loss Consultants will:

- Review the customer's policy.
- Discuss the details of the loss.
- Help you/your customer make an informed decision.
- Take the claim if you/your customer chooses to file.

Most asked Property questions include:

- Is this covered?
- What is my deductible?
- Should I file a claim?

Most asked Auto questions include:

- Should I file a claim with Travelers or the other carrier?
- What is my deductible?
- Will my rate increase if I file a claim?



Travelers Loss Consultation can help when you aren't sure what to do.

In order to facilitate a seamless Loss Consultation, we recommend that you or your customer be prepared to provide us with as much information about the incident as possible. This should include items such as details and date of your loss, any related receipts, pictures, reports, as well as your policy number.

Our Loss Consultation service is available Monday through Friday 8 a.m. to 8 p.m. (EST). Call **800.252.4633** if you are a Personal Insurance customer (Auto or Property). Call **800.238.6225** if you are a Business Insurance customer (Property only). If you call outside of our regular hours, we will call you back on the next business day.

travelers.com

The Travelers Indemnity Company and its property casualty affiliates. One Tower Square, Hartford, CT 06183

This is not a policy document and does not change any provisions of your policy. There are exclusions, limitations, and conditions that apply to each coverage. If there is any conflict between your policy and this information, the provisions of your policy will apply.

This material is for informational purposes only. All statements herein are subject to the provisions, exclusions and conditions of the applicable policy. For an actual description of all coverages, terms and conditions, refer to the insurance policy. Coverages are subject to individual insureds meeting our underwriting qualifications and to state availability.

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