



# Travelers Auto and Home Insurance Program

## DEEPEN MEMBER RELATIONSHIPS AND ENHANCE NONINTEREST INCOME

The Travelers Auto and Home Insurance Program is a great way to enhance your credit union member benefits. The program offers convenient access to competitively priced, high-quality personal insurance with special program savings for credit union members.

### Member benefits

- Special auto, home, condo and renters insurance savings for credit union members
- Multiple money-saving discounts
- Convenient payment options, including EFT and recurring credit card
- Choice of service through Travelers' dedicated staff or online
- 24/7 phone and online claim reporting

### Credit union benefits

- No cost to add and market the program
- Easy, hassle-free implementation
- Co-branded marketing strategy to drive revenue and increase member retention
- Several personal insurance products
- Minimal effort and resources

### Available insurance products

- Auto
- Homeowners
- Renters
- Condominiums
- Boats and Yachts
- Umbrella
- Landlord
- Valuable Items
- Weddings and Private Events

### Financial strength and brand leadership set us apart

Travelers is one of the largest leading providers of property and casualty insurance products and ranks high on the Fortune 500 list of largest U.S. companies. The company is rated A++ (Superior) by A.M. Best\* and is the only property and casualty insurance company represented on the Dow Jones Industrial Average.

Credit unions across the country trust our 50+ years of experience in providing voluntary auto and home insurance benefits and our 165+ years of offering quality personal insurance solutions to individuals. This experience coupled with our considerable financial strength and nationally recognized brand make Travelers the smart choice to enhance credit union member benefits. See how our flexibility and years of experience can make a positive difference.

\*A.M. Best's rating of A++ applies to certain insurance subsidiaries of The Travelers Companies, Inc. that are included in The Travelers Insurance Companies pool; other subsidiaries are separately rated. For a listing of companies rated by A.M. Best and other rating services visit [travelers.com](https://travelers.com). Ratings listed herein are as of July 20, 2023, are used with permission, and are subject to changes by the rating services. For the latest A.M. Best rating, access [ambest.com](https://ambest.com).

**Contact Travelers Affinity today! | 866.348.5544 | [ipeters@travelers.com](mailto:ipeters@travelers.com)**

# Frequently Asked Questions and Answers

## **Q. Why should I introduce the Travelers Auto and Home Insurance Program?**

**A.** Members want access to savings on products and services, such as auto and home insurance, through their credit union because of the convenience and potential savings. Members especially appreciate the ease of online quoting, extended hours for phone quotes and the ease of EFT payments.

## **Q. Is there a cost to set up the Travelers Auto and Home Insurance Program?**

**A.** No, there is no cost to add the Travelers Auto and Home Insurance Program to your member benefits. Plus, there's minimal involvement on your part. From marketing to quoting and policy issuance, Travelers will take care of it all.

## **Q. Once I agree to make the program available, what are the next steps?**

**A.** Once you have decided to move forward, a Travelers team will be assigned to your credit union to work on program implementation. This will include a presentation of all our marketing capabilities so that you can determine the best approach for your members. Once that is determined, we will produce a marketing plan that will outline key dates and action items.

## **Q. How do you protect our members' personal information?**

**A.** Privacy is very important to us. We have procedures in place to protect your members' personal information.

## **Q. What if our members have a question about their coverage before or after they switch?**

**A.** Travelers licensed representatives are available to help your members select the coverage they need and offer ways to save money. After your members have switched, Travelers representatives will be there to make policy changes or answer questions. Plus, we offer online policy services with the MyTravelers® self-service mobile app and website.

## **Q. How will I know how the program is going?**

**A.** You will receive program management reports to keep you informed of participation and overall results.

## **Q. How will Travelers help boost participation in the program?**

**A.** We will provide you with our recommended comprehensive co-branded marketing strategy. Our professionally produced marketing communications include mailings, emails, web content, banner ads, statement inserts, messaging and more – all of which are proven to promote participation. We will work on the strategy that's best for your credit union, and you approve all marketing prior to distribution.

## **Q. How do we get started?**

**A.** Just call 866.348.5544 or email [jpeters@travelers.com](mailto:jpeters@travelers.com).

Coverages, discounts, special program rates or savings, billing options, and other features are subject to availability and individual eligibility. Not all products, features or coverages available in all areas or states. Other terms, conditions or exclusions may apply.

Insurance is underwritten by The Travelers Indemnity Company or one of its property casualty affiliates, One Tower Square, Hartford, CT 06183. In TX: Automobile insurance is offered through Travelers Texas MGA, Inc. and underwritten by Consumers County Mutual Insurance Company (CCM). CCM is not a Travelers Company. Home insurance is underwritten by Travelers Personal Insurance Company. Umbrella insurance is underwritten by Travelers Lloyds of Texas Insurance Company, Travelers Commercial Insurance Company and The Travelers Home and Marine Insurance Company. Personal Articles Floater insurance is underwritten by Travelers Lloyds of Texas Insurance Company. Special Event insurance is underwritten by The Standard Fire Insurance Company. Boat insurance is underwritten by The Travelers Home and Marine Insurance Company. Yacht insurance is underwritten by The Standard Fire Insurance Company and The Travelers Indemnity Company of America. In CA: Automobile insurance is underwritten by Travelers Commercial Insurance Company, Certificate of Authority #6519, State of Domicile: CT; or Travelers Property Casualty Insurance Company, Certificate of Authority #6521, State of Domicile: CT. Homeowners insurance is underwritten by The Standard Fire Insurance Company, Certificate of Authority #3545, State of Domicile: CT. Boat and Yacht insurance is underwritten by The Standard Fire Insurance Company, Certificate of Authority #3545, State of Domicile: CT. Personal Liability Umbrella insurance is underwritten by Travelers Commercial Insurance Company, Certificate of Authority #6519, State of Domicile: CT and The Standard Fire Insurance Company, Certificate of Authority #3545, State of Domicile: CT. PAF insurance is underwritten by The Standard Fire Insurance Company Certificate of Authority #3545, State of Domicile: CT. Special Event insurance is underwritten by The Standard Fire Insurance Company, Certificate of Authority #3545, State of Domicile: CT. In WA: Automobile insurance is underwritten by The Standard Fire Insurance Company. Homeowners insurance is underwritten by Travelers Personal Insurance Company. Personal Article Floater insurance is underwritten by The Phoenix Insurance Company and The Travelers Indemnity Company of America. Personal Liability Umbrella insurance is underwritten by The Standard Fire Insurance Company, The Automobile Insurance Company of Hartford, Connecticut, The Travelers Indemnity Company of America, The Travelers Home and Marine Insurance Company, Travelers Commercial Insurance Company and Travelers Personal Insurance Company. Special Event insurance is underwritten by The Standard Fire Insurance Company. Boat insurance is underwritten by The Travelers Home and Marine Insurance Company. Yacht insurance is underwritten by The Standard Fire Insurance Company and The Travelers Indemnity Company of America. All underwriting companies in CA and WA listed above are located at One Tower Square, Hartford, CT 06183.



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