



# Agent Update

## PERSONAL INSURANCE

Dear Tracy,

As we have been for more than 160 years, Travelers is committed to your success and is open for business. Our business continuity plans ensure we are here to support you when you need us.

In response to customer and agent needs, at this time, we're making the following adjustments to our business practices:

- Providing [billing support](#) for customers affected by the Coronavirus.
- Temporarily pausing:
  - All on-site exterior and interior home inspections as of March 18, 2020.
  - New Agency Audit Reviews as of April 1, 2020.
- Updating our signature requirements as follows:
  - No signatures for auto applications, except in New York where it is legally required.
  - Providing an additional 30 days to obtain signatures for Electronic Funds Transfers, Recurring Credit Card payment plans and UM/UIM rejection forms.

For faster, easier ways to do business, we encourage you to use the following resources and offer your customers digital options:

- [COVID-19:Coronavirus Update](#) on Travelers.com.
- [Travelers For Agents](#) – for all your business needs and the latest information on COVID-19.
- [MyTravelers](#)<sup>®</sup> - Customers can access and update their insurance information, make payments and report or check the status of a claim. Send an [eCard](#) to help customers enroll!
- [toolkitPlus](#) - Take advantage of our free social media posts and eCards to stay connected with customers.

- Electronic claim payments and virtual claim inspections.
- Our Customer Care Center offers 24/7/365 service to enrolled agency's customers.

If there is anything that you need, please contact your Personal Insurance Sales Executive.

Thank you for your business and continued partnership as we work through this together.



Sincerely,



**Loree Toedman**  
**Field Sales Vice President**



**Questions?** Contact your Personal Insurance Sales Executive.



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