TRAVELERS

Agent Update

New Premium Compare Tool Helps Explain Customer Renewal Rate Increases

Customer calls about policy premium increases can be challenging, so Travelers has created a new Premium Compare Tool to help show why their Auto, Home or Landlord renewal premiums have changed.

Available now, our Premium Compare Tool is designed to save you time by highlighting key changes affecting a customer's renewal premium. The new tool will show suggested discounts that could help lower the premium and will show existing discounts if there has been a change.

Here's How It Works:

- After completing a customer search on Travelers For Agents, the account list will include a 'Premium Explanation' link in an Auto, Home or Landlord policy.
- This link will open the Premium Compare Tool.
- The premium difference, impact and if a state rate change has affected the premium is provided in an easy-to-follow layout.
- Take a look at the new tool and how it works:

WATCH VIDEO

Additional Details:

- The tool is available for agents countrywide.
- At this time the Premium Compare Tool is not available for:
  - Boat, Personal Article Floater (PAF) and Umbrella (PLUS®).
  - Policies that are 180 days or more after the renewal effective date.
  - New business, rewritten, converted or cancelled policies.
- If trying to access policies described above, an edit message will display.

Travelers listened to your feedback and developed this tool with you in mind. No longer will you need to manually compare policy terms to explain renewal premium differences. Take advantage of this new resource now!

For questions, please contact your Personal Insurance Sales Executive.

Thank you for your business and continued partnership.