PARTNER WITH TRAVELERS

CUSTOMER CARE CENTER

Create confident customers  Boost your efficiency  Enable growth
Make every customer feel secure, respected and cared for.

Our experience goal
CCC Program
At a Glance

HOURS OF OPERATION
Standard business hours
Plus: After hours, weekends, holidays
- available when you can't be

AGENCY BENEFITS:
• More time to sell
• CCC responsible for errors and omissions related to CCC transactions
• Paperless digital on-boarding experience for new customers
• CCC fee is a tax deductible expense

DEDICATED LINES FOR SERVICE:

CUSTOMER
AGENT
AGENT TRANSFER

QUEUE PREFERENCE & NO PROMPTS!
Business Continuity

WE ARE AVAILABLE
with extended service hours

STANDARDIZED
countrywide procedures

CALLS ARE ROUTED
NATIONALLY
for prompt service

5 SALES/SERVICE CENTERS
(4 brick & mortar locations,
1 virtual Service Center for
Home Shore employees)

CONSISTENT
MESSAGING
from CCC representatives
Agency Service Management

How has the CCC environment changed?

CUSTOMER CARE CENTERS

INCREASED PROFITABILITY
- Reactive cross sell and retention orientation
- E&O transference
- Digital enrollment and self-serve capability

AGENCY SUPPORT
- Dedicated service relationship
- Expectation & preference commitment
- Partnership reporting
- Complimentary marketing materials

CUSTOMER SUPPORT
- Complete customer service coverage
- 24/7 priority call handling
- Specialized coverage counselors
- Global language support
Reinforcing the Purchase Decision

CO-BRANDED CUSTOMER SERVICE ON YOUR AGENCY’S BEHALF 24/7/365

Your Travelers Customer Care Center team provides **white glove service on all your customers’ policies**, and coverage reviews to increase both customer longevity and the opportunity to cross-sell.

YOUR CUSTOMERS RECEIVE retention communications offering a coverage review, timed around the arrival of their declarations package.

YOU EXTEND your staff to include our team of CCC insurance professionals, which includes specialized coverage counselors.

YOU CHOOSE your preferences for customer interactions, like your preferred method for receiving customer alerts and warm transfers to your office.
CCC Retention Communications

COVERAGE REVIEWS FOR YOUR CUSTOMERS

Co-branded communications are sent to your customers around renewal time encouraging them to call our coverage specialist team for an insurance review. CCC agents in the program have seen a 1% point* lift in retention.

“...needs change over time. Call the Travelers Coverage Specialist Team for an insurance review.”

*2017 Internal Travelers Pilot Data
Contact strategy varies by new vs. tenured customers
Customized Agency Interaction

Agency Preferences allows you to decide how we’re going to work together to interact with your customers.

WITH AGENCY PREFERENCES, OUR MEMBERS DECIDE:

• Transfer cancellation or failed retention efforts to the agency

• The agency’s preferred method of receiving Customer Care Alerts, whether by fax or email

AGENCY ALERTS ARE UNIQUE TO TRAVELERS CCC...

• Alerts are sent immediately following a call per Preferences

• Alerts provide a detailed description of what happened on the call—this can be used as a proactive relationship builder!
You could be selling instead of taking calls

We do a lot more than replace ID cards.

WE ARE THERE TO HELP YOU RETAIN CUSTOMERS

Because our representatives are so familiar with Travelers systems, they can quickly conduct transactions. They also can reactively cross sell during policy discussions when opportunity arises, with the agency keeping 100% of any commission generated from a new policy. These policy service and cross sell actions help retain customers.

Source: Travelers Internal Systems – OPR, YE 2017
In addition to servicing your customers as you would, a CCC partnership can alleviate the strains on your agency that may keep you up at night.

**ERRORS AND OMISSIONS**
Travelers accepts all responsibility for errors and omissions based on transactions conducted by CCC service representatives in our business centers.

**AFTER-HOURS RESOURCES**
In 2017, almost 21% of CCC call activity was handled after agency hours and on weekends and holidays. CCC also is there during lunch hours, personal appointments and other times you’re not available.

**TIME TO SELL**
Billing questions and issues take up valuable agency time. In 2017, 38% of calls the CCC handled were related to billing.

*Travelers Internal Systems – OPR YE 2017*
The Partnership in Action

WE TRACK INTERACTIONS AND ACTIVITIES AND KEEP YOU INFORMED ON ALL CUSTOMER ACTIVITY

Your CCC team enrolls, tracks and provides reports on your customer activity according to your preferences and monitors customer satisfaction.

DIGITAL ONBOARDING EXPERIENCE
for new customers to allow for self-serve capability.

STATUS UPDATES
Regular AMS customer status updates.

CCC ACCOUNTABILITY
Your CCC Program Manager will be your single point of contact to address your concerns and answer your questions.
What Our CCC Agent Partners are Saying

“By utilizing the Travelers Customer Care Center, we have the extra support we need without hiring another CSR! They quote and process our changes, email ID cards, and help with retention by faxing us alerts regarding price or other issues so we can respond quickly to our customers. The counselors will even re-quote policies to better pricing programs to save the account... It is an invaluable service!

It also allows us to free up resources in the agency to focus on more retention and revenue-generating tasks. We have been partners with other carrier’s service centers and Travelers does it the best by far.”

“The Travelers Customer Care Center staff is an essential part of my business. They are literally my staff that is not in my office and a vital part of my business and are a must have!”

“Our Charlotte office has been utilizing Travelers CCC for close to 20 years. Travelers has identified phone counselors with a great service aptitude.”
Invest in your business and provide quality service to your customers with a CCC partnership today. Contact your Travelers Sales Executive, one of the CCC program managers below or email PICCC@travelers.com to learn more.

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