



Select Accounts Agency Compliance Requirements and Best Practices

TRAVELERS SELECT ACCOUNTS

The Travelers Agency Contract contains provisions governing our relationship with your agency. The Agency Contract specifically requires you to comply with all instructions, company policies, procedures, processes and underwriting rules and guidelines communicated to you by Travelers. These Agency Compliance Requirements and Best Practices (“Best Practices”) constitute such policies, procedures and processes as described in your Agency Contract. With respect to the documentation requirements outlined below, these Best Practices are not a comprehensive listing of state-specific documentation retention requirements applicable to your agency. Please consult your legal counsel for more information on state-specific documentation requirements. The Best Practices should be reviewed with all members of your agency, particularly those that are selling, soliciting or negotiating insurance, as well as your support staff.

By quoting and issuing insurance policies with Travelers, your agency agrees to adhere to the Best Practices outlined below as well as any applicable agreement(s) governing your access to Travelers’ Systems, including Travelers Express/IENetSM. In addition, by using Travelers’ Systems your agency certifies, to the best of its knowledge, all information entered into such systems has been validated with the customer and is accurate and complete.

Underwriting File Content and Retention Requirements

Your agency is required to establish and maintain an underwriting file on all policies issued including those input and issued using Travelers’ Systems. All new business documentation is the responsibility of the agency. For agencies with Travelers Select Accounts Service Center relationships, please refer to your Service Center contract and/or the implementation package for details on the documentation and handling of subsequent activities.

Your agency is responsible for retaining the required applications/proposals and related documentation and should adequately supervise agents and sub-producers and have procedures in place to reasonably assure that agents and sub-producers understand and comply with these Best Practices and with all underwriting file retention requirements imposed on the contracted agency under both our Agency Contract and any and all applicable statutes and regulations.

Your agency is responsible for ensuring that your files accurately represent the nature of every risk quoted and issued including those policies quoted and issued through Travelers’ Systems. Include in your file any documentation related to deviations between the application/proposal and policy issued, including endorsements or modifications to the policy since it was first issued. Underwriting files must include the following documentation:

- **Properly Executed Applications**
Properly executed applications must accurately represent the risk and be consistent with the terms and conditions of the policy as issued, including the insured’s acknowledgement. This may include but is not limited to ACORD applications, Travelers proposals or equivalent proprietary agency applications/proposals. Where required by applicable statutes or regulations additional documentation such as the insured's and producer's signatures, notarization, fraud statements and other state mandated forms or disclosures may also be required.
- **Loss Information**
Loss information is essential as it allows us to determine the proper pricing and eligibility of the policy. Your agency is required to provide Travelers with complete and accurate loss information including, retaining signed and dated loss statements (or no loss letters), prior carrier loss runs or the completed loss section of the application consistent with the information provided to Travelers. Loss information for the past 4 years (3 prior completed terms, plus current term) is required, however, if the risk has been in business less than 4 years, loss information should represent the years they have been in business.

- Selection/Rejection/Signatory Forms

The insured's acceptance or rejection of coverages such as:

- i Uninsured/Underinsured Motorists Coverage (UM/UIM) when UM/UIM limits are not equal to the Auto liability limit or coverage is rejected (Travelers proprietary supplemental application is required)
- ii Personal Injury Protection (PIP) / No-Fault / Medical Payments Coverage (Med-Pay) when options, other than default, are exercised by the insured (Travelers proprietary supplemental application is required)
- iii Inclusion or exclusion of officers, partners, sole proprietors, and managers or members of limited liability companies for Workers Compensation
- iv CyberFirst Essentials notice of defense expenses within limits of insurance and deductible
- v Employment Practices Liability+ notice of defense expenses within limits of insurance

- Vehicle and Driver Lists

If not included on the completed application or proposal, a vehicle and driver list must be included in the underwriting file.

Vehicle list should include:

- i Year, make and model
- ii Vehicle Identification Number
- iii Garaging address

A current drivers list for all employees with regular driving duties (including regular non-owned autos) should include:

- i Driver name
- ii Date of Birth
- iii License Number
- iv License State

- Miscellaneous

- i Correspondence or documentation related to deviations between the application and policy issued, including endorsements or modifications to the policy since it was first issued
- ii Documentation required to comply with all applicable local, state or federal laws or regulations
- iii Documentation justifying the use of any rating modifications, including but not limited to Risk Characteristic Modifications and experience/merit rating modifications, input/applied to a policy

Travelers may conduct periodic underwriting file reviews of selected files to verify compliance with all requirements listed above. Where permitted by applicable state and federal law, Travelers will accept customer electronically signed documents from your agency provided there is full compliance with any requirements imposed by applicable state and federal law. In the event of a review, your agency is required to make all documents identified herein available for inspection and review. Your agency agrees to immediately implement all recommendations from the Travelers to correct noted deficiencies in performance. In addition, your agency understands that the files it has retained on behalf of Travelers may be subject to review by state regulatory authorities as part of a market conduct exam.

Failure to adhere to these requirements may result in the termination or suspension of your access to Travelers' Systems and/or the termination of your Agency Contract.

Operating Procedures for Agents

Billing

For direct bill policies, agents may only accept policyholder down payments and must send checks along with associated account or policy number immediately to Travelers. Any checks received by the agent for direct bill installments must be sent immediately to Travelers and agent must instruct policyholders to pay Travelers all future installments directly. Agency should adequately supervise agents and sub-producers and have procedures in place to reasonably assure that its agents and sub-producers understand and comply with all billing requirements imposed on contracted agency under both the Agency Contract and any and all applicable statutes and regulations. Agency should not finance any policy on behalf of an insured without the insured's knowledge and consent. Refer any billing questions to the Direct Billing Service Center using the Travelers toll-free number (1-800-252-2268). If you use the TravPaySM system for billing, questions can be submitted using the Travelers toll-free number (1-855-872-8729) or by email at Travpay@travelers.com.

Automobile Filings

When notified by your agency, Travelers will submit all automobile filings as required by individual states and Motor Carrier Commissions.

Workers Compensation Filings

Travelers will submit all filings and posting notices as required by individual states.

Cancellations/Non-Renewals

Travelers will process all cancellations and non-renewals unless otherwise agreed to. For insured's requesting cancellation or non-renewal, your agency should:

- For Cancellations
 - i Obtain a signed Lost Policy Release or original policy.
 - ii Make and retain one copy of all cancellation request documents.
 - iii Send original to Travelers for processing.

- For Non-Renewals
 - i Obtain written confirmation from the insured prior to the renewal date that the insured does not want to renew coverage with Travelers.

Policy Paper Suppression

Should you decide to deliver policy documents to the policyholder electronically, you should familiarize yourself with the applicable legal requirements related to the delivery of policy documents in this format. Keep in mind that while Travelers expects you to deliver policy documents to the customer, how you do that is up to you. As state specific requirements for electronic delivery may vary from state to state, you are encouraged to review the applicable laws and/or consult your legal representative to ensure compliance with applicable requirements for electronic delivery of documents. For more information regarding your obligations with respect to electronic delivery of policy documents, please refer to [For Agents](#) on the Your Profile page, under the Email Report Notifications section.

Claims Reporting

Your agency will report all claims immediately to Travelers toll-free service number: 1-800-238-6225 or by fax 1-877-QuikFax (877-784-5329).

Solicitation and Quotation of Existing Travelers Policyholders

Travelers will only quote, accept or issue coverage on any policy currently written by or submitted to Travelers by another agency in accordance with Travelers Broker of Record procedures.

Confidentiality

Any and all information your agency obtains from Travelers with respect to the Travelers' Systems including, but not limited to, the logon identification information and passwords, the terms of our Best Practices, and Select Account's underwriting guidelines and processes embedded in Travelers' Systems or provided to your agency in connection with the authority granted to you is proprietary to Travelers and of a confidential nature ("Confidential Information"). Confidential Information shall be maintained by the agency in the strictest confidence using at least the same degree of care that the agency takes in protecting its own confidential information of like importance from unauthorized use and/or disclosure. Your agency agrees not to disclose any Confidential Information during the term of our agency relationship with you or thereafter to: (1) employees of agency who do not have access to the Travelers' Systems, and (2) any third parties without the prior express written consent of Travelers. In the event your agency determines that it is required to disclose Confidential Information pursuant to the requirements of a subpoena, court order, discovery request, regulatory or governmental agency, or operation of law, your agency shall notify Travelers of the request for Confidential Information and provide Travelers with the opportunity to object to such disclosure. If there is a conflict between this section and your Agency Contract, the terms and conditions of your Agency Contract shall control.



travelers.com

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

This material does not amend, or otherwise affect, the provisions or coverages of any insurance policy or bond issued by Travelers. It is not a representation that coverage does or does not exist for any particular claim or loss under any such policy or bond. Coverage depends on the facts and circumstances involved in the claim or loss, all applicable policy or bond provisions, and any applicable law. Availability of coverage referenced in this document can depend on underwriting qualifications and state regulations.

© 2019 The Travelers Indemnity Company. All rights reserved. Travelers and the Travelers Umbrella logo are registered trademarks of The Travelers Indemnity Company in the U.S. and other countries.