

TRAVELERS 
Insurance. In-synch.™





Cars are for driving. You know: going places, meeting people, spending time with the family. Getting things done. Cars are for driving and not for hanging around waiting to have repairs made. That's why we offer ConciergeCLAIM. If your vehicle gets in an accident, we'll take care of it conveniently, efficiently, and with a lifetime guarantee. ConciergeCLAIM. A higher level of service brought to you by Travelers. And like our name suggests, we know a thing or two about staying in-synch with your busy schedule and getting you back on the road.

ConciergeCLAIM

The reason you get good insurance in the first place.

Like It Never Happened

With ConciergeCLAIM, Travelers claim professionals manage the entire auto claim process from start to finish, so you don't have to worry about a thing. We'll have you back on the road like it never happened before you even know it.

Convenient: A Travelers appraiser will be waiting for you, ready to inspect your vehicle, coordinate any repairs, and handle all rental arrangements so you can get on with life, right then and there.

Efficient: If you blink, you might miss the whole claim process. We're that efficient. Plus, with us worrying about the details, you'll never have to obtain additional estimates or fill out any needless paperwork. We know how valuable your time is.

Guaranteed: Not only do we quality check every repaired vehicle to make sure it meets Travelers' standards, we also provide you with a guarantee on all of those repairs for as long as you own your vehicle.

How ConciergeCLAIM Works

1. If you're in an accident, call Travelers as soon as possible. We're ready to help anytime day or night, weekend or holiday.
2. Choose the ConciergeCLAIM option.
3. Our Rep meets you at a convenient ConciergeCLAIM center, immediately inspects your vehicle, gives you a complete on-the-spot estimate and answers all your questions.
4. We'll handle all rental arrangements right at the ConciergeCLAIM center. When your car is ready, you simply drop the rental back off with us.

5. We'll monitor the repairs, always keeping you informed of the progress. Your ConciergeCLAIM Rep will handle all the details for you—from checking the completed work and making sure it meets Travelers' high standards, to contacting you the moment your vehicle is ready.
6. All repairs are fully guaranteed by the repair shop and backed by Travelers for as long as you own the vehicle.
7. Did we mention you get all this at no additional cost?





A Higher Level of Service

You always have the right to decide where your vehicle will be repaired. However, when you choose Travelers ConciergeCLAIM, you can count on prompt, quality repairs, matched by top-notch customer service featuring:

- Select, leading-edge auto repair facilities that follow best practices for timely, professional repairs.
- Specially-trained Travelers auto appraisers equipped with the latest in technology.
- Expertise with private passenger vehicles, light to medium duty work trucks, SUVs and cargo vans.

If you have an accident, please call us as soon as possible to report your loss. And ask us about our ConciergeCLAIM program, a higher level of service at no extra cost.

“It was great just knowing you can go there, get the rental car, and everything would be taken care of for you. I couldn’t have asked for better service from my car insurance company.”
Marlene Passaretti, CT

Your nearest ConciergeCLAIM Center is located at:



travelers.com

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

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Report your claim
24 hours a day, 365 days a year

Auto & Home Claims:
800.252.4633 (800.CLAIM33)

Business Claims:
800.238.6225

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