



Real estate services professional liability insurance

TRAVELERS CLAIM SERVICES GUIDE

Real estate services professional liability insurance protects you from losses arising out of wrongful acts or personal injury offenses in the rendering of real estate professional services. It also provides coverage for network and information security offenses and includes disciplinary or regulatory proceeding and crisis event expense reimbursement.

How do I report a claim?

Immediately notify your agent or broker when a claim is made against you or you wish to make a claim. You must also comply with any other specific claim reporting instructions set forth in your policy.

To notify Travelers directly, please contact:

Fax: 888.460.6622

Email: BFPclaims@travelers.com

Travelers Bond & Financial Products Claim

385 Washington Street

St. Paul, MN 55102

Please refer to your policy for your duties in the event of a claim.

What is a claim?

If you think it is a claim, it probably is.

A claim can come in several different forms. It could be a demand for money or other services, a lawsuit, a request for arbitration or mediation, or a written request to toll or waive a statute of limitations for a wrongful act as defined by your policy.

What happens after I report a claim?

The life cycle of a claim varies depending on the nature of the claim. However, the claim process generally includes the following steps:

1. Acknowledgment

A letter will be sent to you and your agent to acknowledge Travelers' receipt of the claim notice. This acknowledges receipt of the matter and provides you with a claim number and the name and contact information of the claim professional assigned to the matter.

2. Information gathering and investigation

The claim professional will begin the investigation into the matter. During this process, you may receive communications requesting additional information in order to assist in the investigation of the claim.

3. Coverage determination

Travelers will send you a letter that outlines the coverage available under the policy. This letter sets forth the way the claim will be handled. This letter should be viewed as an informative document, setting forth the terms, conditions and exclusions contained within the policy that may apply to your claim. It may also explain why a matter does or does not fall within the coverage provided.

4. Resolution

The claim professional will work directly with you and will review and evaluate the claim on an ongoing basis, to achieve a timely and efficient resolution of the claim.



Ask me about
\$0 deductibles and
2 year policies