



www.bigmarkets.com

[Forget Password?](#)

[BIM Help Desk](#)

[TFT Archives](#)

Small Commercial Service Centers



Good customer service is expected but rarely noticed. Exceptional service may be remembered but bad customer service is never forgotten.

Putting that service in the hands of another can be a great convenience, but can be scary. If you have business with [Travelers Select](#) or [CNA](#) on Big "I" Markets, put your mind at ease. Both companies have highly trained personnel in place. You or your insured can call knowing you will be answered by someone with extensive training and the technology to quickly resolve almost any request. These representatives are personally responsible for every client or agent contact they get.

But what if they make a mistake while servicing your clients? They also assume E&O for any transaction started or finished by their teams.

Since business owners need flexibility, you may reach representatives from both companies during the extended business hours of Monday-Friday 8:00 a.m. to 8:00 p.m. Eastern. Travelers Select insureds can also request certain services online 24/7 at www.travelers.com/servicecenter/.

The following services may be provided to your insureds:

- Endorsements
- Certificate of Insurance
- Coverage Counseling
- Coverage Questions
- Billing Questions
- Renewals
- Cross-Selling

The comfort of knowing service is in highly capable hands allows you to spend more time growing your business instead of just maintaining it.

Check out the [Small Commercial Standard Markets](#) and access them on [Big "I" Markets](#).

Small Commercial Standard Markets

- **Travelers Select®** Travelers Select Accounts offers a robust variety of coverages for small businesses. A proprietary BOP product, Master Pac®, Workers' Compensation, Commercial Automobile, and Commercial Umbrella are available, with a broad array of industry-specific coverage options and coverage extensions. Travelers is available in all states except AK, FL, HI, LA, RI & TX.
- **CNA Small Business** CNA Small Business currently offers a market for a broad variety of businesses, representing Healthcare, Financial Institutions, Professional Services, Business Services, Technology, Retail, Real Estate, Wholesalers and Manufacturing. BOP, Workers Compensation, Commercial Automobile, and Umbrella and Miscellaneous Professional Liability products are available. CNA is available in all states except AK & HI.
- **RLI/CBIC's Mainstreet** RLI/CBIC offers a wide variety of BOP & Package classifications in the service, retail, light manufacturing, construction and hospitality sectors. RLI/CBIC available in AZ, CA, ID, ND, NM, NV, OR, & WA. Mono-Line General Liability is available in all states. \$5,000 minimum premium for packages and \$500 for

The product and eligibility may have been revised or discontinued since the original article was written. Review the Information page for each product on Big "I" Markets for current content and instructions.



www.bigmarkets.com

[Forget Password?](#)

[BIM Help Desk](#)

[TFT Archives](#)

BOP.

ACORD Applications and 3 year loss runs will be required.