



Travelers Support for Your Business Transition

Dear Valued Customer,

Travelers is here to help you transition from a time of uncertainty to establishing a new 'business as usual'. We have numerous resources to assist you with completing your audit, including FAQs on reporting payroll during COVID-19, premium audit flexibility and billing relief for those experiencing hardships and useful risk control information to support you as you reopen your business. As always, our Customer Service Team is also here to help guide you through the audit process.

Please be aware of the following assistance and resources available to you:

- We have extended premium audit due dates to afford customers impacted by COVID-19 additional time to complete their audit. If you receive a request or have an audit coming due and have questions or need extra time, our Customer Service team is available to help you Mon-Friday, 8 AM – 7 PM ET at 800.842.4271.
- Many businesses may have closed, been repurposed, furloughed employees and/or changed employees' job duties. In all cases, you will need to track and report payroll information differently for your premium audit. For recordkeeping tips and answers to your questions, please review these [FAQs](#). For questions about endorsements to your policy, please contact your agent or broker.
- Many businesses may be experiencing financial hardship. Billing relief is available now through June 15, 2020. For more information visit [COVID-19: Steps We are Taking](#) on the Travelers website or call 1-800-252-2268 to speak with a Billing Service Representative.
- To help businesses safely reopen amid the COVID-19 pandemic, we have created an online hub of industry-leading risk management resources powered by our Risk Control experts. For articles and tips, visit [Navigating Your Business Through COVID-19](#) on Travelers.com.

We hope these resources are helpful as you navigate through the transition phase and begin to reestablish your business.

Sincerely,

Tamar Williamson



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The Travelers Indemnity Company, One Tower Square, Hartford, CT 06183