



Travelers eTrade Office

First Recovery

Travelers eTrade Office insurance comes with an additional benefit called ‘First Recovery’ which is included as standard, at no extra cost to your clients. Provided by one of our trusted partners, First Recovery is a disaster recovery service, offering the practical help and support needed to get your SME client’s business back up and running quickly, should an insured event such as fire, flood or explosion happen at their premises.

Key cover

- Temporary relocation of the insured’s business and up to 12 employees to one of 500 recovery locations around the UK
- IT network, broadband, reception and printing facilities provided, so your client can get on with the job of running their business with minimal impact to staff and customers
- Reinstatement of email domain and redirection of phone calls
- An Event Manager who will attend the relocation and oversee service delivery on site.

Cover benefits

- **Your SME client’s business suffers less disruption** – Should a disaster happen, First Recovery aims to get the insured’s usual email, website and phones working again within one working day. This reduces their downtime and significantly increases chances of survival. To the outside world, it is as if nothing happened.
- **Your client can focus on the important issues** – With First Recovery addressing premises, IT and communications, the affected client is able to concentrate on some very important issues in the immediate aftermath of a disaster, specifically reassuring staff and, critically, their own customers that it’s ‘business as usual’.
- **Post-pandemic preparedness** – We live in a world with multiple threats to business: climate change and geo-political conflict mean more severe and frequent disruption to infrastructure, whilst terrorists and other malicious actors continue to plan large-scale events. Simply being able to ‘work from home’ will not protect a company’s main office-based server or other IT infrastructure, nor does this allow for senior staff to come together to plan the way forward for a recently afflicted business. Having a disaster recovery plan in place and being able to quickly access First Recovery’s services means your client’s business has the best chance of survival.
- **Faster claim settlement** – In the event of a disaster, the insured arrives at one of the recovery offices to find a fully working office environment, minimising interruption, thus resulting in a simpler, less involved BI claim. This often leads to a speedier settlement of the loss.

- **First Recovery solves an expensive problem** – Clients who need or want a reliable, tested disaster recovery solution would typically pay at least £15,000 per year for a comparable service for 12 staff from a ‘traditional’ disaster recovery service provider and could pay a significant amount more.
- **Free online business continuity management tool included** – Your client can build a professional disaster recovery plan bespoke to their business in less than an hour, providing peace of mind that a clear plan is in place to get their business back up and running after a major incident. Their plan is stored online and can be amended at any point.
- **For clients who are regulated** – Many businesses are regulated by bodies such as the FCA or PRA. The FCA in particular requires regulated firms to show on demand a tested, offsite disaster recovery plan. First Recovery can provide an FCA-compliant disaster recovery service at no extra cost to your client, through their online business continuity management tool.
- **For clients who answer tenders** – Increasingly, organisations which offer tenders will demand protection of their supply chain and will often ask in the pre-tender questionnaire what reassurance the tenderer can offer in terms of their preparedness. Travelers’ policyholders can respond to tenders with confidence by quoting their First Recovery protection.

Transact via MyTravelers or Acturis

Our eTrade Office insurance cover is available to trade online now via Acturis or the [MyTravelers](#) web platform.

Alternatively, our UK SME New Business team is available to answer any questions or discuss an opportunity via:

Email: SME@travelers.com

Phone: **0800 587 8360**