



# Sustainability Report 2024



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This report is part of Travelers’ comprehensive 2024 sustainability reporting suite.





# Creating Sustained Value at Travelers

Our long-term success depends not only on our business strategy and competitive advantages but also on keeping our promise to be there for our customers, communities and employees – or what we call the Travelers Promise. For this reason, we take an integrated approach to sustained value creation.

To focus our reporting on the topics most relevant to our industry, business and stakeholders, we have identified 16 key drivers of sustained value at Travelers. These topics:

- Are integral to our ability to create shareholder value over time and execute on our long-term business strategy.
- Allow us to effectively convey our holistic approach to risks and opportunities.
- Help us communicate the inextricable link between our corporate purpose of fulfilling the Travelers Promise and our mission of creating long-term shareholder value.

As discussed in further detail under [About Our Sustainability Reporting](#), the topics covered in our report were informed by extensive engagements with our shareholders and a prioritization exercise that assessed the relevance of potential topics to our industry, our business and our stakeholders.

Click on the icons below to learn about how each of these topics contributes to sustained value creation at Travelers.

## Our Drivers of Sustained Value



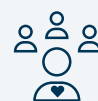
**Business Strategy  
& Competitive  
Advantages**



**Capital & Risk  
Management**



**Climate  
Strategy**



**Community**



**Customer  
Experience**



**Data Privacy &  
Cybersecurity**



**Disaster  
Preparedness &  
Response**



**Diversity &  
Inclusion**



**Eco-Efficient  
Operations**



**Ethics & Responsible  
Business Practices**



**Governance  
Practices**



**Human Capital  
Management**



**Innovation**



**Investment  
Management**



**Public  
Policy**



**Safety &  
Health**

# CEO Message



At Travelers, we manage risk for our customers, and for more than 170 years, they've trusted us to be there when it matters most. The strong results we delivered in 2024 not only benefit our shareholders but also empower us to be there for the customers and communities we are privileged to serve, especially during their times of greatest need. That took on particular importance last year as we faced record-breaking natural catastrophes. Our team of more than 30,000 committed employees rose to the occasion with countless individual acts of excellence – helping families and businesses recover, building resilience in affected communities and underscoring the value at the heart of our business.

Our continued success requires that we do three things successfully: **perform, transform** and make good on the **Travelers Promise**.

At Travelers, **perform** is the flywheel that sets everything we do in motion. Perform for us means executing on our long-term financial strategy to generate industry-leading returns on equity over time. Our return on equity has significantly outperformed the average return on equity for the industry in each of the past 10 years, reflecting the value of our competitive advantages and the discipline with which we run our business.

Our formidable competitive advantages are the foundation of our success. However, we understand that the competitive advantages that have fueled our achievements over the past decade will not necessarily be the same as those we will need to continue to lead for the next decade. Consequently, **transform** means positioning the company to continue to perform by ensuring that our competitive advantages remain relevant and differentiating into the future. To that end, we have embraced an ambitious innovation agenda guided by our vision to *be the undeniable choice for the customer and an indispensable partner for our agents and brokers*.

**Perform** is how we deliver industry-leading results today, and **transform** is the way we prepare to do so tomorrow. Each depends on the other, and both depend on one thing: the **Travelers Promise**.

The Travelers Promise is a commitment to take care of our customers, our communities and each other. This includes being there to help our customers recover after the storm and also giving them the security they need to invest in their families and businesses. It also includes caring for the communities in which we live and work by supporting academic and career success, and promoting the development of thriving neighborhoods and enriched communities. After all, Travelers cannot achieve its full potential if the communities we serve do not reach theirs. Finally, it is about making Travelers a great place to work for our employees – the best talent in the industry – and a great partner for our agents and brokers. In the end, the Travelers Promise is about taking care of the people we are privileged to serve.

Put another way, for Travelers, sustainability comes down to this: Only by successfully delivering on our perform and transform agenda will we earn the resources we need to keep the Travelers Promise. And only by faithfully keeping the Travelers Promise will we earn the support of key stakeholders essential to our perform and transform success. That is how we are going to deliver results next quarter and succeed for the next quarter century.

With that in mind, I invite you to read on about our holistic approach to creating shareholder value over time.

A handwritten signature in black ink, appearing to read "Alan", with a stylized, flowing end stroke.

**Alan Schnitzer, Chairman and Chief Executive Officer**



# Company Profile



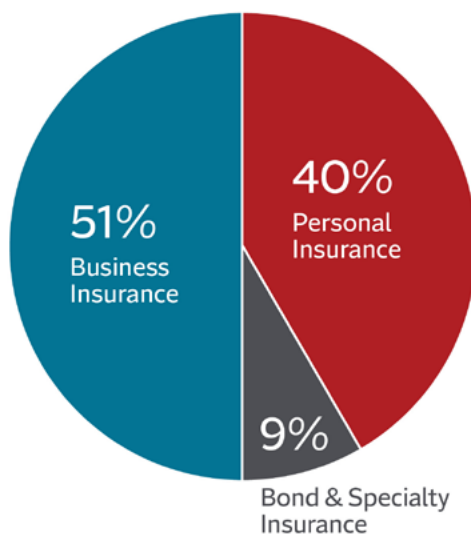
The Travelers Companies, Inc. (NYSE: TRV) is a leading provider of commercial, personal and specialty insurance products and services to businesses, government units, associations and individuals. Our diverse business lines offer our customers a wide range of coverage sold primarily through independent agents and brokers. Travelers has more than 30,000 employees and relationships with more than 12,700 independent agents and brokers in the United States, Canada, the United Kingdom and the Republic of Ireland. Travelers is the only property casualty company in the Dow Jones Industrial Average and generated revenues of approximately \$46.4 billion in 2024.

## Highlight

**\$5.0B**

of net income, an increase of more than 67% over 2023

## Net Written Premiums



## Company Profile

## Business Strategy &amp; Competitive Advantages

## Capital &amp; Risk Management

## Investment Management



## Business Insurance

Business Insurance offers a broad array of property and casualty insurance products and services to our customers, primarily in the United States, as well as in Canada,<sup>1</sup> the United Kingdom, the Republic of Ireland and throughout other parts of the world, including as a corporate member of Lloyd's.

**A top-five writer of four major U.S. product lines, including number one in workers compensation and commercial multi-peril<sup>2</sup>**

## Bond & Specialty Insurance

Bond & Specialty Insurance offers surety, fidelity, management liability, professional liability, and other property and casualty coverages and related risk management services to our customers, primarily in the United States, and certain surety and specialty insurance products in Canada, the United Kingdom, the Republic of Ireland and Brazil (through a joint venture).

**A top-five writer of surety and management liability in the U.S.<sup>3</sup>**

## Personal Insurance

Personal Insurance offers a broad range of property and casualty insurance products and services covering individuals' personal risks, primarily in the United States, as well as in Canada.<sup>1</sup> Our primary products of automobile and homeowners insurance are complemented by a broad suite of related coverages.

**A top-10 writer of U.S. personal automobile and homeowners insurance,<sup>4</sup> and a leading personal insurance writer with independent agents<sup>5</sup>**

<sup>1</sup> On May 27, 2025, Travelers announced that it has signed a definitive agreement to sell the personal insurance business and the majority of the commercial insurance business of Travelers Canada to Definity Financial Corporation. The transaction is expected to close in the first quarter of 2026, subject to regulatory approvals and customary closing conditions. Travelers will retain its Canadian surety business.

<sup>2</sup> 2024 U.S. Statutory DWP. Four major product lines: Commercial Multi-Peril (Commercial Multiple Peril (Liability), Commercial Multiple Peril (Non-Liability), Farmowners Multiple Peril); Commercial Auto (Commercial Auto No-Fault (Personal Injury Protection), Commercial Auto Physical Damage, Other Commercial Auto Liability); General Liability (Other Liability Occurrence, Product Liability); and Workers Compensation. Copyright © 2025, S&P Global Market Intelligence. Used with permission

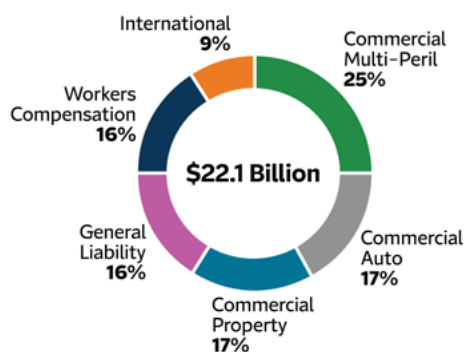
<sup>3</sup> 2024 U.S. Statutory DWP, U.S. excluding territories. Management Liability reflects Other Liability Claims Made, Fidelity, and Burglary & Theft statutory lines. Copyright © 2025, S&P Global Market Intelligence. Used with permission.

<sup>4</sup> 2024 U.S. Statutory DWP. Copyright © 2025, S&P Global Market Intelligence. Used with permission.

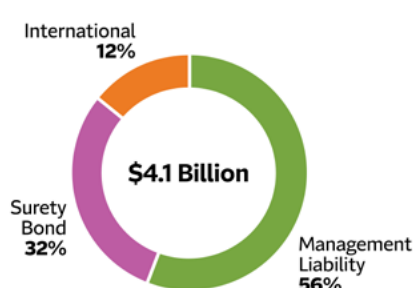
<sup>5</sup> 2023 U.S. Statutory DWP. Copyright © A.M. Best Company, Inc. Used with permission.

## 2024 Net Written Premiums

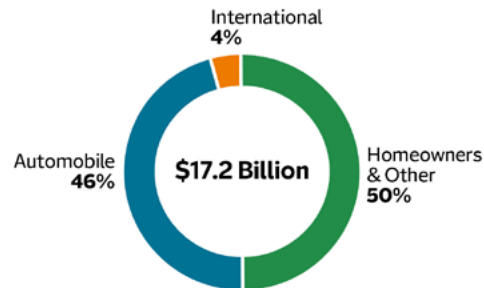
### BUSINESS INSURANCE



### BOND & SPECIALTY INSURANCE



### PERSONAL INSURANCE



# Business Strategy & Competitive Advantages



At Travelers, our simple and unwavering mission for creating shareholder value is to deliver superior returns on equity by leveraging our competitive advantages; generate earnings and capital substantially in excess of our growth needs; and thoughtfully rightsize capital and grow book value per share over time. Our Board of Directors regularly reviews this long-term financial strategy. Executing our long-term strategy requires that we fulfill our promise to take care of our customers, our communities and our employees. By executing our financial strategy, investing strategically in the future and delivering on the Travelers Promise, we will continue to deliver meaningful shareholder value over time.

## Business Strategy

### Our Long-Term Financial Strategy for Creating Shareholder Value

More than a decade ago, Travelers laid out a clear, simple and unwavering mission for creating shareholder value:





Our results in achieving the elements of this long-term financial strategy speak for themselves. Over the past decade:

- Our return on equity has significantly outperformed the average return on equity for the industry.
- We returned approximately \$26 billion of excess capital to our shareholders.
- We grew dividends per share at an average annual rate of approximately 7%.
- We have grown book value per share and adjusted book value per share at a compound annual rate of 5% and 7%, respectively.

Importantly, over this 10-year period, we provided shareholders with industry-leading returns, low volatility and high credit quality. The level and consistency of our return on equity over time reflect the value of our competitive advantages and demonstrate the discipline with which we run our business.

## Delivering Industry-Leading Return on Equity Over Time

The results we deliver are due to our deliberate and consistent approach to creating shareholder value. We have been clear for many years that one of our crucial responsibilities is to produce an appropriate return on equity for our shareholders. This has meant developing and executing financial and operational plans consistent with our goal of achieving superior returns, which we defined many years ago as a mid-teens core return on equity over time. We emphasize that this objective is measured over time because we recognize that the macroeconomic environment, loss cost trends, weather, and geopolitical and other factors impact our results from year to year, and that there will be years – or longer periods – and environments in which a return below mid-teens is industry leading.

Our focus on core return on equity encompasses multiple performance objectives key to creating shareholder value. The measure is a function of both core income and shareholders' equity (excluding unrealized gains and losses on investments). Accordingly, core return on equity reflects a number of separate areas of financial performance related to both our income statement and balance sheet, including the quality and profitability of our underwriting and investment decisions, the pricing of our policies, the effectiveness of our claim management and the efficacy of our capital and risk management.

## Granular and Deliberate Execution

One critical component of our ability to deliver exceptional returns over time is our granular approach to underwriting. In our commercial businesses, that means execution on an account-by-account or class-by-class basis. In personal lines, that means a very high degree of segmentation by risk profile, product and geography. With that and our advanced data and analytics, we thoughtfully select the risks we write and price our products deliberately with our target return in mind. Underlying all of this is a culture that understands how to balance the art and science of decision-making based on data and analytics. This culture alone is a competitive advantage, and one that we believe is hard to replicate. Our underwriting expertise is a hallmark of our success, and evaluating risk and reward is at the heart of what we do.

We actively manage all levers of profitability available to us, including risk selection, mix of business, claim and expense initiatives, volume, reinsurance, terms and conditions, and price. We have a long track record of capitalizing on all of the available levers to deliver superior returns – and of applying these levers on a strategic and business-by-business basis. This is evident in the way we have executed quite differently in each of our business segments through changing economic and business cycles.

## Disciplined Investment Approach

Much like our underwriting strategy, successfully balancing risk and reward is at the heart of our well-defined [investment philosophy](#). Our investment portfolio is managed first and foremost to support our insurance operations and, accordingly, is positioned to meet our obligations to policyholders under a wide range of conditions – anything from a global pandemic to a significant natural disaster to a financial crisis. With this in mind, we emphasize risk-adjusted returns and credit quality rather than reaching for yield that is not

commensurate with the underlying risk. Our asset allocation is designed so that the predictable stream of investment income from our fixed income portfolio will provide a firm and reliable foundation for our overall results. In addition, our Investment Policy, approved by our Board of Directors, reflects a long-term approach to sustainable value creation.

## A Balanced Approach to Rightsizing Capital

Our [capital management](#) strategy has been an important driver of shareholder value creation over time. Our first objective for the capital we generate is to reinvest it in our business – organically and inorganically – to create shareholder value. For example, as we continue to grow our top line, as we have meaningfully for the past few years, we will retain more capital to support that growth. Also, we continue to invest in everything from talent to technology to further our ambitious innovation agenda, advance our strategic objectives and drive tomorrow's performance. Having said that, we are disciplined stewards of our shareholders' capital. To the extent that we generate capital that we cannot reinvest consistent with our objective of generating industry-leading returns over time, we will manage it in the same way we have for nearly two decades – by returning it to our shareholders through dividends and share repurchases. By returning excess capital to our investors, we give them the ability to allocate their investment dollars as they see fit, including by investing in companies with different growth profiles or capital needs, thereby efficiently allocating capital across the economy. Over time, that efficient allocation of capital in the marketplace contributes to a stronger economy.

## Acquisitions & Footprint

The lens through which we evaluate acquisition opportunities is that a transaction should contribute to our mission by improving our long-term return profile, reducing the volatility of our returns or creating shareholder value through some other important strategic benefit, such as a geographic or product position.

We have a great deal of experience in executing strategic transactions, and we view this as a core competency. The company that we are today has come together through a number of significant transactions over the past two decades.

Across all of our businesses, our strategic focus continues to include creating opportunities to write more business through retaining and growing our relationships with our high-quality in-force accounts and bringing our franchise value to new customers. As we have done successfully over the past few years, we will continue to seek to grow without compromising our return objectives or changing our risk profile, primarily by targeting customers, industries, products and geographies that we know well. In terms of geography, we continue to believe that geopolitical risk and economic instability around the world are underappreciated. Accordingly, we like our North America concentration. That is not to say that we do not continue to recognize value and evaluate opportunities outside of North America, but we have set an even higher bar for those opportunities today.

## Investing in Our Future

Our [competitive advantages](#) set us apart; they are foundational to the success of our long-term financial strategy. At the same time, we understand clearly that the world is changing, and changing quickly. Broadly speaking, we see four significant forces of change impacting our industry:

- Consumers' expectations are changing and being shaped by their experiences in other industries.
- Rapid progress in technology is enabling us to reimagine almost every aspect of our business.
- The opportunities presented by data and analytics are transforming every aspect of our business.
- Traditional distribution is consolidating and alternative models are developing.

We are focused intently on these forces of change. While our long-term financial strategy is not changing, the competitive advantages that have fueled our success over the last decade will not necessarily be the same as those we will need to continue to lead for the next decade. That is the focus of our innovation agenda: making sure that our competitive advantages are as relevant and differentiating tomorrow as they are today.

Ultimately, the vision for our innovation agenda is to be:

***The undeniable choice for the customer and an indispensable partner for our agents and brokers.***

This vision drives our three [innovation](#) priorities:

- Extending our advantage in risk expertise.
- Providing great experiences for our customers, agents and brokers, and employees.
- Optimizing our productivity and efficiency.

A key theme running through our investments is that they are designed in large part to enable us to optimize the top line at attractive returns. We have been investing in these priorities for several years while delivering industry-leading returns and an improving expense ratio.

We are undertaking this work from a position of strength. We have the resources and expertise to be successful. Moreover, our business is complex, and the value of deep domain expertise in understanding risk and the products and services our customers need to manage that risk cannot be underestimated as the starting point for innovation. We believe the winners in our industry will be those who can innovate successfully on top of a foundation of excellence.

Underlying our financial strategy and our innovation agenda is the Travelers Promise – our promise to be there for our customers, communities and employees. Only by faithfully keeping the Travelers Promise will we earn the support of key stakeholders essential to our success. And only by successfully delivering on our financial strategy and executing our innovation agenda will we earn the resources we need to keep the Travelers Promise. That's why, at Travelers, our business strategy and performance are inextricably linked with the Travelers Promise.



# Our Competitive Advantages

## Our Competitive Advantages Are Meaningful & Sustainable

Our competitive advantages serve as the foundation of our financial success and help us fulfill our promise to protect our customers. Underlying our competitive advantages are four key enablers that help set us apart – our talent and expertise, industry-leading data and analytics, technology and financial strength.



## Risk Selection, Underwriting & Pricing Segmentation

Data and analytics influence the decisions we make and drive innovation throughout the organization – from the development and delivery of our products and services to risk selection, underwriting and pricing. But data and analytics are only as good as the people interpreting them – which is why we match our strength in data and analytics with a deep industry expertise. We regularly introduce new tools and enhance our training and recruitment practices with the goal of ensuring that our expertise in data and analytics stays at the cutting edge. In addition, we are increasingly transforming our data into actionable insights to improve our decision-making.

- Approximately 2,000 employees working in analytics, including actuaries, data scientists and statisticians, data engineers, and data and information analysts.
- An Underwriting function of 4,000+ people, with an average tenure at Travelers of nearly 12 years, supported by 4,000+ operations specialists.
- A broad risk appetite with a deep underwriting industry specialization.

## Product Breadth & Specialization

We engage broadly across nine major lines of insurance in three segments – [Business Insurance](#), [Bond & Specialty Insurance](#) and [Personal Insurance](#). Our portfolio is balanced across these lines of business and further diversified by geography and customer type and size.

- Leading U.S. commercial insurance writer in 2024, with a top-five position in five major product lines, including number one in workers compensation and commercial multi-peril.<sup>1</sup>
- A top-10 writer of U.S. personal automobile and homeowners insurance,<sup>2</sup> and a leading personal insurance writer with independent agents.<sup>3</sup>
- Approximately two-thirds of domestic premiums from liability lines (e.g., workers compensation, management liability, general liability, auto insurance) in 2024.
- Approximately one-third of domestic premiums from property lines (e.g., homeowners, commercial property) in 2024.

## Distribution Relationships

Domestically, we are the carrier of choice among independent agencies and brokers. Our agent and broker partners have a deep understanding of customer needs, and they provide us with insights that are a valuable part of our underwriting and risk selection process.

- Top-three carrier with the majority of our distribution partners.<sup>4</sup>
- Relationships with more than 12,700 independent agencies and brokers.

## Claim Services

Our dedicated Claim professionals are trained to deliver high-quality service and handle claims efficiently and with compassion.

We strive to:

- Pay what we owe.
- Deliver exceptional customer experiences.
- Use technology, data, analytics and AI to work as efficiently and effectively as possible.

Our customers, claimants and business partners benefit from our innovative capabilities, facilities and practices, including:

- Our unique and flexible [catastrophe response](#) capability, which is made possible by extensive employee cross-training and advanced workforce management programs. For the overwhelming majority of claims, we do not contract with third-party claim adjusters and instead rely on our own staff to respond to claims. In 2024, we were able to adjust nearly all of our catastrophe claims with our own employees, supported by innovative technologies, self-service capabilities and trusted service partners.

<sup>1</sup> 2024 U.S. Statutory DWP. Five major product lines: Commercial Multi-Peril (Commercial Multiple Peril (Liability), Commercial Multiple Peril (Non-Liability), Farmowners Multiple Peril); Commercial Auto (Commercial Auto No-Fault (Personal Injury Protection), Commercial Auto Physical Damage, Other Commercial Auto Liability); General Liability (Other Liability Occurrence, Product Liability); Workers Compensation; and Surety. Copyright © 2025, S&P Global Market Intelligence. Used with permission.

<sup>2</sup> 2024 U.S. Statutory DWP. Copyright © 2025, S&P Global Market Intelligence. Used with permission.

<sup>3</sup> 2023 U.S. Statutory DWP. Copyright © A.M. Best Company, Inc. Used with permission.

<sup>4</sup> 2024 Independent Insurance Agents & Brokers of America, Inc. Agency Universe Study.

- Our use of advanced technology in damage inspections, including smartphone-based virtual inspection tools, aerial imagery and drones, which allow our Claim professionals to work more safely and effectively.
- Our drone fleet; Travelers is one of the largest commercial users of drones, with approximately 250,000 flights conducted in 48 states and Canada since the program's inception, and with more than 700 certified pilots as of year-end 2024.
- A collection of more than 55 predictive models that utilize machine learning and AI, assisting our Claim, medical and fraud professionals to drive optimal customer outcomes and operational efficiency.
- Subrogation recoveries that significantly outperform industry benchmarks.<sup>1</sup>
- [Travelers Claim University](#), our state-of-the-art training and professional development facility, dedicated to providing technical training and skills-based learning to Claim employees.
- The deliberate cultivation of an ethical, customer-centric Claim culture through training, internal communications, management coaching and compliance activities.
- A highly selective hiring process for Claim staff designed to attract, retain and develop employees with empathy, integrity and professional expertise.
- Recognition for Claim professionals who deliver exceptional customer experiences that help build the Travelers brand and business.

## Risk Mitigation & Improvement

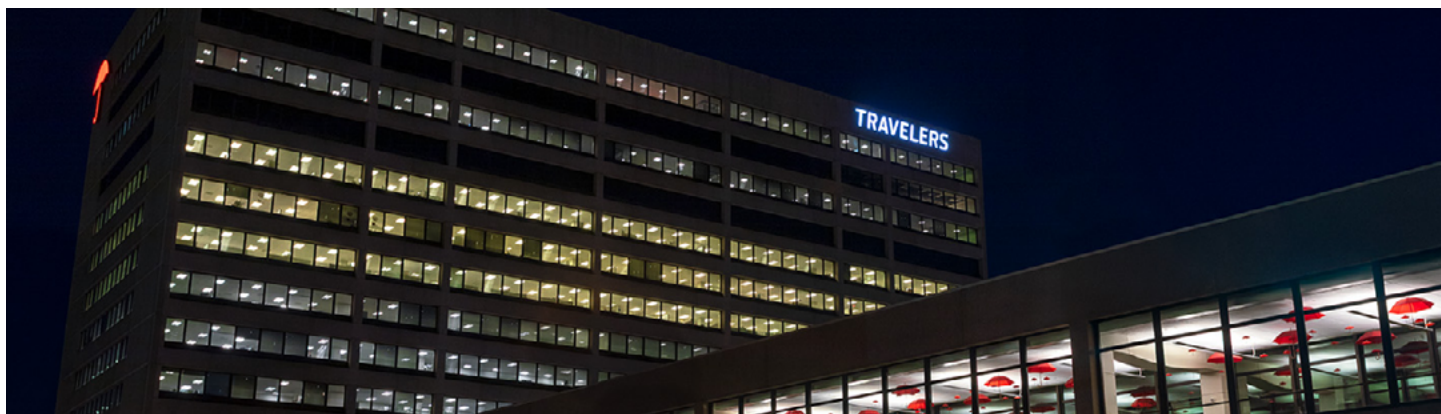
For 120 years, our loss prevention professionals have assisted agents, brokers and customers across the country and around the world. We deliver expertise in safety and risk mitigation through one of the largest Risk Control departments in the industry. In 2024, we completed approximately 124,000 consultations, including the inspection of more than 174,000 objects at nearly 60,000 jurisdictional boiler and pressure vessel inspection locations. This work contributes to the unique risk assessment database we have developed over the past decade to assist us in leveraging our expertise in risk mitigation, risk selection and pricing.

- [Travelers Risk Control consultants](#), backed by highly qualified specialists in areas such as fire protection, product liability, transportation and much more.
- Specialized expertise in public entity exposures, emerging and advanced technology, cybersecurity and resilience, and property valuation for both building and business/personal property.
- Leading provider of risk control services with [industry specialization](#) (e.g., [construction](#) and [manufacturing](#)).
- Enhanced [ergonomic assessments](#) for our customers, leveraging AI technology.
- Proprietary risk assessment database with 164M+ data points that were compiled over 10+ years.
- Sophisticated [Industrial Hygiene](#) and [Forensics](#) Laboratories.
- Fully functional sprinkler lab for training customers on effective inspection, maintenance and testing of sprinkler systems.

<sup>1</sup> National Association of Subrogation Professionals (NASP) industry data.



# Capital & Risk Management



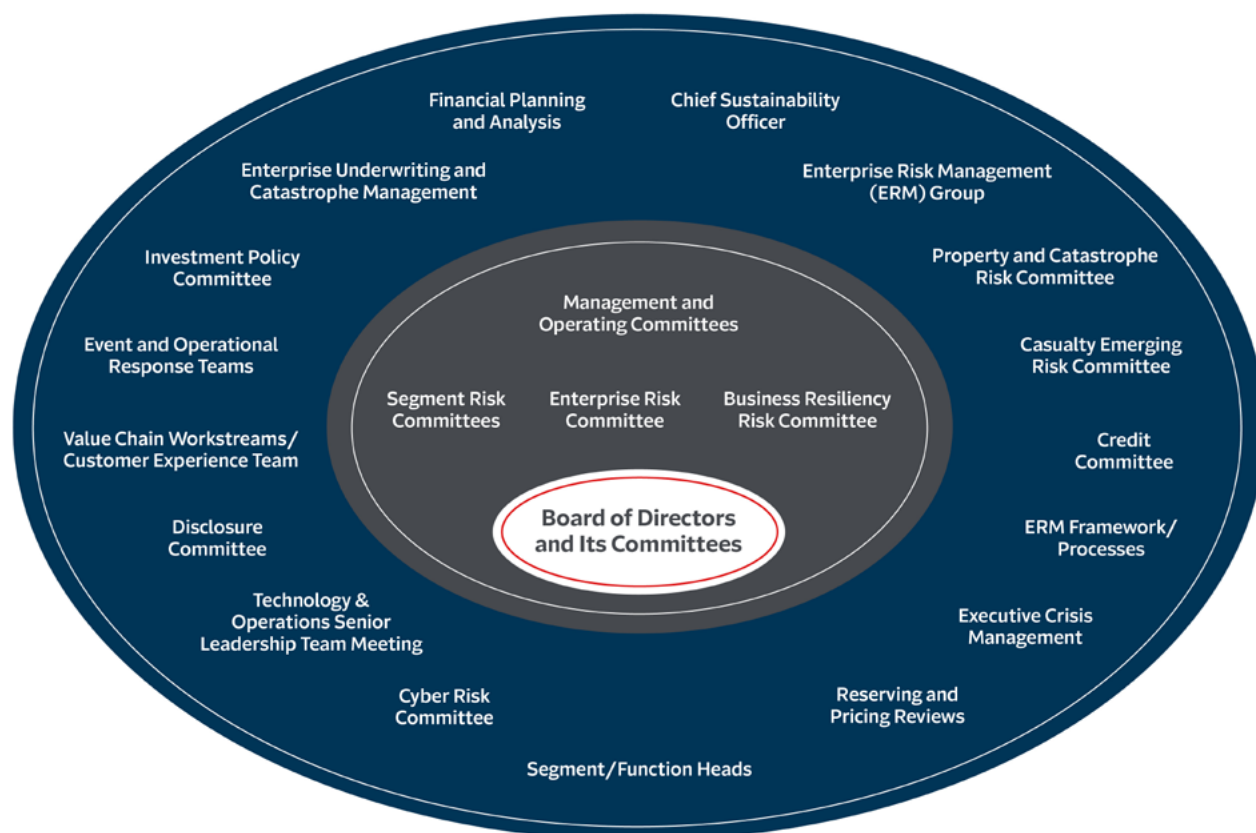
At Travelers, our Enterprise Risk Management (ERM) activities involve both the identification and assessment of a broad range of risks and the execution of coordinated strategies to effectively manage these risks. The mission of our ERM group is to facilitate risk assessment and collaborate in implementing effective risk management strategies to optimize risk and return in alignment with the company's goals and values.

## Approach

ERM at Travelers is an integral part of our business operations. The standards and practices we employ to evaluate and monitor risks are designed to enable a consistent approach to risk management across the organization. We manage our risk-taking to be within our risk appetite in a prudent and balanced manner to create and preserve value for all of the company's stakeholders. ERM also includes an evaluation of the company's risk capital needs, which takes into account regulatory requirements, financial strength and credit rating considerations, among economic and other factors.

A senior executive team, which includes the company's Chief Risk Officer and Chief Underwriting Officer, oversees the ERM process. This team facilitates risk assessments and collaborates with others throughout the enterprise, including risk owners across the organization and senior leaders, to implement effective risk management strategies for Travelers. In addition, our ERM group collaborates with the company's Chief Sustainability Officer to ensure that identification and assessment of relevant environmental, social and governance risks are appropriately integrated into our ERM framework. The ERM group also uses third-party modeling processes to evaluate capital adequacy. These analytical techniques are an integral component of the company's ERM process and further support the company's long-term financial strategies and objectives.

The diagram below illustrates some of the different groups, committees, functions and processes involved in our comprehensive approach to overseeing and managing risk.



## Board Oversight of Risk

Our Board of Directors oversees our ERM process. The Risk Committee and other committees of the Board are an essential part of our ERM framework and help to establish and reinforce our strong culture of risk management.

The Risk Committee of the Board meets with senior management at least four times a year to discuss ERM activities and provides a report to the full Board of Directors after each such meeting. This approach enables a high degree of coordination between management and the Board.

The Board Risk Committee oversees the implementation, execution and performance of the Travelers ERM program and reviews the strategies, processes and controls pertaining to Travelers' insurance operations. The Board also allocates and delegates risk oversight responsibility to various committees of the Board. Accordingly, all committees of the Board share responsibility for oversight of strategic objectives, risk management and the sustainability of our business. We believe that allocating responsibility for specific risks to a committee with a particular skill set improves the effectiveness of the overall oversight of risks and opportunities.

The Board has allocated and delegated risk oversight responsibility to various committees of the Board as follows:

<b>Audit Committee</b>	Responsible for oversight of risks related to the integrity of financial statements, including oversight of financial reporting principles and policies and internal controls; the process for establishing insurance reserves; and risks related to regulatory and compliance matters. <a href="#">Audit Committee Charter</a> .
<b>Compensation Committee</b>	Responsible for oversight of certain human capital management matters, including the company’s compensation and pay-for-performance philosophy; compensation program objectives; practices designed to ensure equitable pay across the organization; risks related to compensation programs, including with respect to formulation and administration of those programs; and regulatory compliance with respect to compensation matters. <a href="#">Compensation Committee Charter</a> .
<b>Investment and Capital Markets Committee</b>	Responsible for oversight of risks related to our investment portfolio (including valuation and credit risks), capital structure, financing arrangements and liquidity. <a href="#">Investment and Capital Markets Committee Charter</a> .
<b>Nominating and Governance Committee</b>	Responsible for oversight of risks related to corporate governance matters, including director independence and related person transactions; certain human capital management matters, including succession planning, the employee code of conduct and workforce diversity and inclusion efforts; public policy initiatives; and community relations. <a href="#">Nominating and Governance Committee Charter</a> .
<b>Risk Committee</b>	Responsible for oversight of ERM activities and risks related to business operations, including insurance underwriting and claims; reinsurance; catastrophe risk and the impact of changing climate conditions; credit risk in insurance operations; information technology, including cybersecurity; and business resiliency planning. <a href="#">Risk Committee Charter</a> .

# Enterprise Risk Management

Integrating ERM with an effective internal control environment enables our ERM group to foster, lead and support an integrated, risk-based culture throughout the company. To that end, our ERM group:

- Identifies, evaluates and quantifies risks, their correlations and their interdependencies from all sources across the organization.
- Facilitates risk assessments and enhances the coordination of risk management across all categories of risk throughout the company.
- Develops enterprisewide risk appetite/tolerance/limits.
- Maintains dynamic capital models to quantify and evaluate the company's risk exposures and their related impact on the company's risk/reward assessment, capital structure and future earnings potential.
- Partners with key risk management leaders who are focused on risks specific to their functions (such as underwriting, reserving, investments, credit, regulatory compliance and operations) to ensure coordinated cross-departmental risk management and governance.
- Encourages effective and efficient mitigation of risks across the enterprise, in keeping with the company's goals and values.
- Works to enhance effective and credible risk modeling capabilities as part of the company's overall effort to understand and manage its portfolio of risks to be within its risk appetite and tolerance.
- Provides capital model allocations to the company's products and businesses and helps ensure capital efficiency in concert with regulatory and rating agency targets.

In addition, our ERM group leads the company's annual Management Identification of Significant Risks (MISR) – a governance process through which senior risk and business leaders and various committees collaborate to identify the significant inherent and residual risks faced by Travelers. The MISR process assigns management responsibility for individual risks to senior corporate leaders and/or internal groups, committees or processes, and designates oversight responsibility to various Board Committees. The results of the process are reviewed with the Risk and Audit Committees of the Board at least annually and are also reviewed by the Board as part of its annual review of the allocation of risk oversight among its committees.

As part of our ERM process, we use metrics and risk/reward analytics to actively evaluate and adjust our strategies, as well as to further support our long-term financial strategy and business objectives. For example, we use various analyses and methods, including proprietary and third-party computer modeling processes, to make underwriting and reinsurance decisions designed to manage the company's exposure to catastrophic events. In addition to catastrophe modeling and analysis, we model and analyze our exposure to other extreme events. We also utilize proprietary and third-party computer modeling processes to evaluate capital adequacy. For information on our underwriting and pricing policies, practices and governance, please see the [Ethics & Responsible Business Practices](#) section.

Our approach to ERM is reinforced by our compensation structure, which is designed to encourage a careful balance of risk and reward, both on an individual risk basis and on a companywide basis. Our compensation program also promotes and drives a long-term perspective to managing our business. This long-term perspective is especially important in the property casualty insurance industry, where a short-term focus could create incentives for management to relax the company's underwriting or investment standards to increase revenue and reported profit in the near term but could create excessive risk for shareholders over the longer term. Moreover, results in the property casualty insurance industry can vary significantly when measured year to year because of a variety of factors, including the periodic occurrence of significant catastrophes. Accordingly, we believe that the right way to manage our business is with a long-term perspective, with an eye toward creating value over time. See the Compensation Discussion & Analysis section of our [Proxy Statement](#) for a comprehensive discussion of how our compensation program incorporates this long-term perspective.

## Business Resiliency



Our approach to business resiliency is designed to allow us to deliver on the Travelers Promise to take care of our customers, communities and employees in the face of unexpected disruptions. The Travelers Business Resiliency Program is our internal ecosystem focused on the goal of ensuring that we can operate consistently for our employees, agents and customers despite incidents and operational disruptions and, accordingly, continue to deliver for our shareholders. Our Business Resiliency Program takes a comprehensive approach that encompasses business continuity, disaster recovery and incident management. In accordance with our MISR process, which is described in the [Enterprise Risk Management](#) section, our Business Resiliency Program is supported by senior management with

oversight by the Risk Committee of our Board of Directors. Our program focuses on both preventive measures (including technology availability design, facility resilience and business continuity training/awareness programs) and event response preparation (including contingency planning, technology restoration and incident management/emergency response).

The Travelers Business Resiliency Risk Committee, composed of members of our executive team, oversees the implementation of our Business Resiliency Program and, along with our management-level Enterprise Risk Committee, is charged with reviewing and approving mission-critical processes, identifying risks to business resiliency and facilitating decisions to accept, mitigate or remediate these risks.

Pursuant to its charter, the Risk Committee of our Board of Directors oversees “the strategies, processes and controls pertaining to business continuity and executive crisis management for the Company and its business operations.” In exercising its oversight, the Risk Committee of our Board meets annually with members of the Business Resiliency Risk Committee and the Enterprise Risk Committee to review the company’s business continuity, disaster recovery and incident management efforts. Among other things, the Risk Committee reviews the enterprise event response protocols, discusses how those protocols are triggered for business disruptive events and evaluates the lessons learned from past events. The Risk Committee also receives quarterly reports regarding cyber incidents, including those events affecting suppliers that may impact Travelers. In addition, the Risk Committee is regularly briefed on the steps taken to reduce future risk and improve our threat detection and response processes.

## Business Continuity

The primary objective of business continuity is to ensure that the company is prepared to respond to, and recover from, an unexpected business disruption. This requires a solid understanding of the risks to our operational structure and involves contingency planning and testing of hundreds of business processes across Travelers. We have inventoried our business processes and categorized them according to their criticality and urgency to the company, and we have tailored our resiliency measures accordingly.

Through annual risk reviews, which are facilitated centrally, each business function updates its business continuity contingency plans and business process mitigation strategies with respect to key operational aspects. These plans and strategies include specific recovery scenarios and detailed workarounds to be leveraged in the event of a disruption related to technology, facility, workforce or supplier issues. We conduct scenario-based simulation exercises to test the effectiveness of those plans and strategies.

In addition, as a fundamental part of our enterprise supplier management program, we identify supplier risks and mitigating controls, enabling the company to make informed decisions throughout the life cycle of a supplier relationship. Specifically, we assess the business continuity and disaster recovery risk of our suppliers to evaluate their overall business resiliency, recovery capabilities and limitations.



## Disaster Recovery

Our disaster recovery approach is designed to provide redundant infrastructure and platform solutions to enable our continued operation in the event of a disruption. We review solutions on a regular basis to ensure alignment with our business strategy. In addition, we perform disaster recovery testing on all of our mission-critical and supporting applications.

We inventory computing platforms with a plan to move to an alternate site, the specifics of which vary by application design and business criticality. We maintain technology availability standards to help ensure adequate designs are deployed and sufficient procedures are in place and tested to restore infrastructure, applications and data in the event of a disaster.

We conduct backups of production data from our primary facility to our alternate sites. Critical technology infrastructure is designed with levels of redundancy to support recovery from local, regional or broader geographic service disruption events.

## Incident Management

Incident management is the process of managing a company's mitigation response in the event of an unexpected significant disruption or emergency. Our three key Incident Management teams are: the Executive Crisis Management Team (ECMT), the Enterprise Event Response Team (EERT) and the Operational Response Team (ORT).

The ECMT is composed of the Chairman and Chief Executive Officer, the Executive Vice President and Chief Administrative Officer, the Executive Vice President and Chief Technology & Operations Officer, and other executive representatives who may vary depending on the situation. The ECMT is responsible for making executive decisions and providing strategic direction during times of crisis.

The EERT is a core team that is responsible for monitoring and managing catastrophe events, underwriting and exposure, claim response and regulatory events that have the potential to adversely impact Travelers' reputation, operations, earnings and/or capital. The EERT consults with other corporate groups through multiple channels to determine appropriate actions consistent with well-documented protocols. When escalation is required, the EERT and the ORT engage with the appropriate group of senior executives tasked with overseeing the execution of our incident management and emergency response plans related to the event.

Our integrated ORT is led by the Vice President of Corporate Security for health, security, safety and facility incidents or by functional leaders for other types of incidents, with support from the Business Resiliency Office. The ORT comes together to manage incidents, both planned and unplanned, providing a coordinated and facilitated response to situations of all types. The ORT is a group of employees from across the organization, prepared to come together before, during or shortly after an incident to ensure that we respond appropriately. The ORT may include representatives from Corporate Security, Corporate Real Estate, Technology & Operations, Cybersecurity, Business Continuity, Environmental Health and Safety, Legal Services, Human Resources, Corporate Communications, Supplier Management and other areas as deemed appropriate. The ORT has well-documented emergency response procedures and conducts regular training, scenario planning and exercises in anticipation of potential emergency scenarios. Travelers maintains incident-specific playbooks covering protocols for various scenarios, including a pandemic, natural disaster, data center outage and cybersecurity incident.

## Balanced Approach to Capital Management

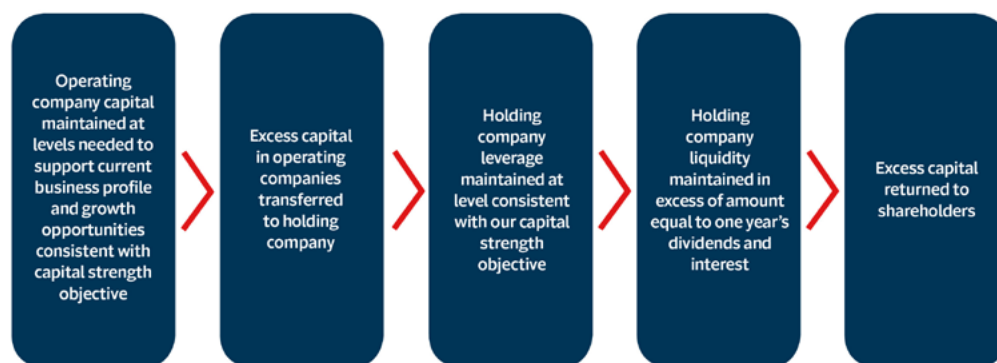
Travelers has consistently provided excellent service to policyholders while delivering strong returns over time. Integral to our long-term financial strategy is a balanced approach to rightsizing capital and generating capital in excess of our growth needs. We maintain operating company capital at levels needed to support our current business profile and growth opportunities. Specifically, our capital models first address our need to comply with regulatory risk-based capital requirements and our desire to:

- Maintain credit ratings consistent with our capital strength objectives for the company.
- Continue to remain financially strong after a significant catastrophe event.
- Ensure that we can satisfy the claim payments and other obligations of our business.

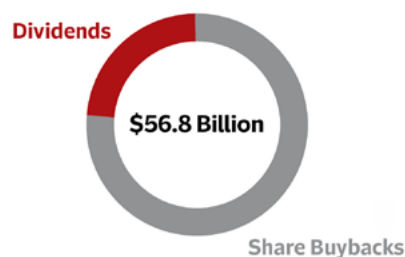
To meet these objectives, we monitor our cash inflows (e.g., premiums, service fees, investment income) and outflows (e.g., claim payments, capital investments, operating expenses) on an ongoing basis. Since most of our policies renew annually, we regularly reassess our pricing and risk appetite against our capital needs.

Our capital management strategy has been an important driver of shareholder value creation over time. As we have said many times, our first objective for the capital we generate is to reinvest it – organically and inorganically – in our business to create shareholder value. We will continue to retain capital to support growth in our business and invest capital to further our ambitious [innovation agenda](#) and advance other strategic objectives. Today, we are making strategic investments in everything from talent to technology. Having said that, we are disciplined stewards of our shareholders’ capital, and to the extent that we continue to generate capital that we cannot reinvest consistent with our objective of generating industry-leading returns over time, we will manage it the same way we have for nearly two decades – by returning it to our shareholders.

## Our Balanced Approach to Capital Management



Over the last 10 years, our [financial success](#) and balance sheet strength have enabled Travelers to grow dividends per share at an average annual rate of 7% while increasing our adjusted book value per share by 96%. These accomplishments are on top of returning approximately \$26 billion of excess capital to the company’s shareholders over the same 10-year period. Our financial strength is also reflected in our strong credit ratings from four of the major rating agencies.



Since the initial share repurchase authorization in May 2006 and through December 31, 2024, **Travelers has returned \$56.8 billion** of capital to shareholders: \$42.2 billion in share repurchases at an average price of \$74.97 per share and \$14.6 billion in dividends.

# Investment Management



The primary purpose of our investment portfolio is to position us to fulfill our promise to our customers to fund future claim payments. For this reason, we employ a thoughtful investment philosophy that focuses on stable and appropriate risk-adjusted returns.

## Approach

We strive to be thoughtful underwriters on both sides of our balance sheet, and we have always allocated our assets to support our insurance operations, not the reverse. Because the primary purpose of our investment portfolio is to fund future claim payments, Travelers employs a risk-adjusted approach to its investment portfolio. Our asset allocation gives us a high level of confidence that our capital is adequate to support our insurance business, in both good times and bad. Our approach has served us remarkably well over a long period and allows us to invest in our businesses with an eye to the future.

Our Co-Chief Investment Officers – members of our Management and Operating Committees – lead our Investment department, which directly manages our fixed income assets (94% of our investment portfolio), as well as our investments in equity securities, real estate, private equity limited partnerships, hedge funds, real estate partnerships and joint ventures. The Investment and Capital Markets Committee of the Board oversees our investment strategy and the risks related to our investment portfolio (including valuation and credit risks), capital structure, financing arrangements and liquidity.

## Well-Defined and Consistent Investment Philosophy

Our investment portfolio is a key source of stability and strength for Travelers. The portfolio is managed first and foremost to support our insurance operations; accordingly, our investment portfolio is positioned to meet our obligations to policyholders under almost every foreseeable circumstance – anything from a global pandemic to a significant natural disaster to a financial crisis. With this in mind, we are focused on risk-adjusted returns and credit quality rather than reaching for yield that is not commensurate with the underlying risk. Our well-defined and consistent investment portfolio has been a meaningful and reliable contributor to our results year in and year out.

The performance of our investment portfolio in 2024 underscores the wisdom of our thoughtful and diversified approach. Net investment income was very strong at \$2.95 billion after-tax, reflecting higher long-term and short-term average yields and a higher average level of fixed maturity investments.

## Investment income reliable contributor to results; \$2.95 billion after-tax, in 2024

(\$ in millions as of December 31, 2024, unless otherwise noted)

### Total Investment Portfolio

Fixed  
Income  
**94%**



Non-Fixed  
Income  
**6%**

After-Tax Yield	FY'24	FY'23
Long-Term Securities	2.8%	2.6%
Short-Term Securities	4.8%	4.6%
<b>Total Fixed Income</b>	<b>2.9%</b>	<b>2.7%</b>
Non-Fixed Income	5.3%	3.3%
<b>Total Investments</b>	<b>3.0%</b>	<b>2.7%</b>

Fixed Income Portfolio	Rating		%	% Fixed Maturities by Rating <sup>2</sup>	
Corporates <sup>1</sup>	A2	\$37,397	40%	Aaa	48.3%
Municipal	Aaa/Aa1	27,185	29%	Aa	18.3%
Mortgage-Backed Securities	Aaa/Aa1	12,605	13%	A	19.3%
U.S. Government & Agencies	Aaa/Aa1	5,570	6%	Baa	12.9%
Short-Term Securities	A1/P1	4,766	5%	<b>Total Investment Grade</b>	<b>98.8%</b>
Foreign Governments	Aaa/Aa1	909	1%	<b>Below Investment Grade</b>	<b>1.2%</b>
<b>Total Fixed Income</b>	<b>Aa2</b>	<b>\$88,432</b>	<b>94%</b>		

Non-Fixed Income Portfolio		%
Private Equity Funds	\$2,815	3%
Real Estate & Real Estate Partnerships	1,760	2%
Equity Securities	687	1%
Hedge Funds & Other	529	–%
<b>Total Non-Fixed Income</b>	<b>\$5,791</b>	<b>6%</b>

<sup>1</sup>Includes \$1.152 billion of Commercial Mortgage-Backed Securities with an Aaa/Aa1 rating and \$472 million of Asset-Backed Securities with an Aa1 rating.

<sup>2</sup>Rated using external rating agencies or by Travelers when a public rating does not exist. Ratings shown are the higher of the rating of the underlying issues or the insurer in the case of securities enhanced by third-party insurance for the payment of principal and interest in the event of issuer default. Below investment grade assets refer to securities rated “Ba” or below.

# Responsible Investing

As of December 31, 2024, Travelers’ invested assets totaled \$94.2 billion, of which 94% was invested in fixed maturity and short-term investments. This high-quality investment portfolio generated net investment income of \$3.59 billion pre-tax in 2024. In addition to achieving appropriate risk-adjusted returns, our investments enable many environmental and social improvements. As one of the largest investors in municipal bonds, we provide funding to approximately 950 different municipal issuers, with the proceeds of our investments used to improve the quality of life in communities across 46 states, the District of Columbia and Puerto Rico. For example, we invest in municipal bonds that support water and sewer projects (notional \$4.4 billion), which help mitigate pollution, provide safe drinking water, promote conservation and, in many cases, respond to changing climate conditions. Additionally, our investments in K-12 education (notional \$9.2 billion) and higher education (notional \$3.7 billion) support enterprises directly involved in improving communities and students’ lives. We currently own \$3.2 billion (notional) in fixed income securities classified as “green,” “sustainability” and “sustainability-linked” bonds by Bloomberg L.P. We also maintain smaller investments in low-income housing tax credits, which help build affordable housing. See the [Investment Portfolio](#) section in our Form 10-K for a detailed breakdown of our investment portfolio. For additional detailed information related to our investment holdings, please see our most recent annual [Audited Statutory Basis Financial Statements](#) for the Travelers Combined Pool and other non-pooled entities. A summary of the investments held by investment type, country and credit rating (where applicable) can be found in the Summary Investment Schedule. Additional investment information can be found in the Supplemental Investment Risks Interrogatories.

## ESG Factors in Investment Decisions

We recognize the importance of responsible investment and, accordingly, incorporate relevant environmental, social and governance (ESG) factors in assessing the investment risks associated with the entities in which we invest. We have traditionally limited our exposure to public equity securities and other riskier asset classes. Since we invest overwhelmingly in fixed income securities, our analysis of ESG factors focuses primarily on credit risk. Our Investment Policy, approved by our Board of Directors, reflects a long-term approach to sustainable value creation and requires Travelers to consider ESG factors in the investment process, to the extent relevant.

With respect to our fixed income investments, we invest using a variety of qualitative and quantitative criteria that take into account both expected returns and risks including interest rate, credit and prepayment risks. Our fundamental investment process weighs, on an appropriate basis, financial statement data, management information, relevant ESG factors, third-party research and other information. In addition, our asset allocation process considers the expected return advantages offered in the market in compensation for bearing various risks, including credit risk and ESG risks.

We have assigned internally developed ESG scores to all issuers in our fixed income portfolio. In certain circumstances, this process has led to the exclusion of potential investments or the divestment of portfolio holdings (“negative screening”) due to ESG risks where we believed that the expected returns were not consistent with the underlying risks – in other words, where we did not believe we would be appropriately compensated for the risks that we would be assuming.

As it pertains to investments to support our insurance operations, consistent with our credit-based approach to investing, we have a [policy](#) to avoid making new debt or equity investments in companies with significant exposure to thermal coal mining, oil sands or coal-based electricity generation, to the extent consistent with applicable law and our fiduciary duties.

In addition, in our municipal bond, mortgage and real estate investments, we consider the impact that changing climate conditions may have on any given city, state or region. Since we assume catastrophe risks such as earthquakes and windstorms in our capacity as an insurer, we also seek to manage our portfolio’s credit risk to such events by assessing our investment exposures in impacted geographic areas. In addition, for municipal bond issuers in the Southwestern United States and other areas of the country susceptible to drought, all investment analyses include an assessment of water supply adequacy.

For further discussion on the incorporation of ESG factors in our investment process and the impact of the regulatory environment in which we operate on the investments we make, please see our [TCFD Report](#).



## GHG Emissions and Our Investment Portfolio

Currently, greenhouse gas (GHG) emissions data for the substantial majority of segments of our investment portfolio (e.g., municipal bonds, foreign local and regional governments, mortgage bonds, ABS & CMBS and private equity, hedge funds and other investments) is unavailable, and where it is available, the data quality remains inconsistent. Accordingly, at this time, we cannot accurately calculate the total emissions of our overall investment portfolio. Nonetheless, as discussed in detail in our TCFD Report, we believe that we have incorporated the relevant risks into our investment analysis. In addition, we have attempted to quantify GHG emissions of securities within our corporate securities portfolio (corporate bonds and public equity) and our sovereign bond portfolio, the only portfolio segments where reported GHG emissions data is available. These portfolio segments represent approximately 47% of our overall investments. As additional emissions data becomes available over time, we expect that the total GHG emissions that we will be able to report will increase.

For a detailed discussion on our approach to calculating GHG emissions financed by our investment portfolio and the results of our calculations, please see our [TCFD Report](#).

## Climate Scenario Analysis with Respect to Our Investment Portfolio

Within the last five years, we engaged a third-party vendor to perform a climate risk analysis of Travelers’ investment portfolio. This analysis combined climate stress tests with stochastic modeling of possible future economic outcomes to help us better understand the possible impacts of various scenarios on our investment portfolio.

For a detailed discussion regarding the analysis and its results, please see our [TCFD Report](#).

# Lead Director Message



As independent Lead Director of Travelers, I am privileged to serve a company that helps its customers achieve their personal and business goals by protecting the things that matter most to them. I am also proud to oversee a management team that takes an integrated approach to sustained value creation.

As a Board, we have a responsibility to act as stewards of our shareholders' capital by creating shareholder value *over time*. I emphasize *over time* because, in the property casualty insurance business, decisions are made and strategies are developed based on tens and even hundreds of years of data. At Travelers, we've observed that the companies that consistently create the most shareholder value are the ones that think not quarter-by-quarter but decade-by-decade, as our company does. In that sense, Travelers has been managing with a mindset focused on sustainability long before it became fashionable.

As Alan notes in his message, management has also long recognized that to succeed in its mission of creating shareholder value over time, the company must not only *perform* and *transform* but also take care of its customers, communities and employees – or, as we refer to it, fulfill the *Travelers Promise*. The Board shares this commitment to the Travelers Promise and its central role in long-term value creation. In fact, Travelers' success for more than 170 years is owed, in large part, to keeping that Promise.

Our Board takes a holistic approach to its oversight responsibilities, with the goal of ensuring that the decisions Travelers makes today maximize its long-term sustainability. In addition to overseeing capital allocation, investment management, enterprise risk management and other business topics traditionally overseen by boards, the Board meets regularly with senior Travelers leaders to review strategic plans and initiatives related to a broad variety of business-relevant risks and opportunities. These include, for example, risks and opportunities related to changing climate conditions, emerging technology such as AI, data privacy and cybersecurity, ethics and compliance, human capital management and data and analytics, to name just a few.

Specifically, in 2024, as part of a larger strategic planning session, we reviewed strategies related to the development and enhancement of our competitive advantages, including market strategies to further our customer-centric model, and our strategic investments in technology, including data and AI, to position the company for profitable growth over time. During the year, we also reviewed the company's strategies related to its investment portfolio and our large loss event response protocols. As we have done in the past, the Risk Committee and the Board met regularly with leaders throughout the organization to discuss catastrophe risks, including weather volatility

**Lead Director Message**

## Governance Practices

and changing climate conditions, with a focus on Travelers' catastrophe modeling and underwriting strategies and the potential impact of climate-related perils to Travelers and its customers. In 2024, technology and cybersecurity risks also continued to be top of mind for the Board and for me, as Chair of the Risk Committee. The Risk Committee regularly reviewed evolving cyber risks and their impact on our company, our cyber products and our customers.

As a Board, we recognize that given the pace of change in today's world, our business will continue to face new and evolving challenges. We will continue to examine each issue with the attention and thoughtfulness it deserves, with the overarching goal of ensuring Travelers' ability to create shareholder value over time. We feel confident that this approach will enable Travelers to continue to perform today and transform for tomorrow.

Finally, I would like to acknowledge that the Board has long understood and valued the importance of soliciting investor feedback on topics that are important to the company and its shareholders. The Board's Nominating and Governance Committee oversees a comprehensive shareholder engagement program under which management reaches out to the company's largest shareholders throughout the year to facilitate a dialogue with respect to the company's financial results, corporate strategy, compensation practices and sustainability matters. During 2024, management engaged with shareholders representing more than 40% of the company's outstanding shares to discuss their perspectives on these matters. Members of senior management, as well as the Chairs of the Board's Compensation Committee and Nominating and Governance Committee, participated in these meetings. We will continue to engage with our shareholders to ensure that the company's policies, practices and disclosures are informed by their views.

On behalf of the Travelers Board, I look forward to continuing to serve the interests of our shareholders and other stakeholders. In the meantime, I encourage you to read more about Travelers' holistic approach to sustained value creation on this site.

A handwritten signature in black ink, appearing to read 'T.C. Schermerhorn'.

**Todd C. Schermerhorn, Lead Director**

# Governance Practices



The Board of Directors and management of Travelers are committed to implementing sound corporate governance practices with the goal of ensuring that the company operates ethically and with integrity and is managed to maximize the long-term interests of its shareholders.

## Highlight

9 of 10

Directors on our Board are independent

## Approach

Our commitment to good corporate governance is reflected in our [Governance Guidelines](#), which describe the Board's views on a wide range of governance topics. These Governance Guidelines are reviewed annually by the Nominating and Governance Committee, and any changes deemed appropriate are submitted to the full Board for its consideration. Our [Proxy Statement](#) discusses our robust corporate governance practices, which are designed to support sustained value creation for our shareholders.

The Board works with management to set the short-term and long-term strategic objectives of our company and to monitor progress on those objectives. Strategic topics are generally discussed at each Board meeting, and the Board and management participate in a separate strategy session each year. In setting and monitoring strategy, the Board, along with management, considers the risks and opportunities that impact the long-term sustainability of our business model and whether the strategy is consistent with our core values, culture and [risk appetite](#). The Board regularly reviews:

- Our progress with respect to our strategic goals.
- The risks that could impact the long-term sustainability of our business.
- The related opportunities that could enhance our long-term sustainability.

Lead Director Message    **Governance Practices**

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The Board oversees these efforts in part through its standing committees, based on each committee's responsibilities and areas of expertise. Each committee regularly reports to the Board regarding its areas of oversight responsibility. The Board has allocated and delegated risk oversight responsibility to its committees in accordance with the following principles:

Committee	Responsible for oversight of:
<b>Audit</b>	<ul style="list-style-type: none"> <li>• Risks related to the integrity of the company's financial statements, including oversight of financial reporting principles and policies and internal controls.</li> <li>• The company's process for establishing insurance reserves.</li> <li>• Risks related to regulatory and compliance matters.</li> </ul>
<b>Compensation</b>	<ul style="list-style-type: none"> <li>• Certain human capital management matters, including the company's compensation and pay-for-performance philosophy, compensation program objectives and practices designed to ensure equitable pay across the organization.</li> <li>• Risks related to the company's compensation programs, including with respect to the formulation and administration of those programs, and regulatory compliance with respect to compensation matters.</li> </ul>
<b>Investment and Capital Markets</b>	<ul style="list-style-type: none"> <li>• Risks related to the company's investment portfolio (including valuation and credit risks), capital structure, financing arrangements and liquidity.</li> </ul>
<b>Nominating and Governance</b>	<ul style="list-style-type: none"> <li>• Risks related to corporate governance matters, including director independence and related person transactions.</li> <li>• Certain human capital management matters, including succession planning, the employee code of conduct, and the company's workforce diversity and inclusion efforts; public policy initiatives; and community relations.</li> </ul>
<b>Risk</b>	<ul style="list-style-type: none"> <li>• The company's Enterprise Risk Management activities.</li> <li>• Risks related to the company's business operations, including insurance underwriting and claims; reinsurance; catastrophe risk and the impact of changing climate conditions; credit risk in insurance operations; and information technology, including cybersecurity.</li> <li>• The company's business resiliency plans.</li> </ul>

**Each committee is also responsible for monitoring reputational risk to the extent arising out of its area of responsibility.**

Each Board Committee has a written charter, which contains specific responsibilities, including the risk oversight functions listed above.

With a focus on continually improving the ability of the Board to provide informed oversight, the Nominating and Governance Committee oversees educational sessions for directors on matters relevant to our company, business strategy and risk profile. For example, topics of those sessions have focused on the role that corporate culture and board oversight played in publicized lapses in corporate governance at other firms.

The Board and each of its committees evaluate the allocation of oversight responsibility at least annually, along with their respective performance and effectiveness.

<a href="#">Lead Director Message</a>	<a href="#">Governance Practices</a>		
<b>Management and Oversight of Sustainability Matters</b>	Board Composition, Independence & Diversity	Board & Executive Compensation	Shareholder Rights

To learn more about the specific risk oversight functions delegated to each Board Committee and our Enterprise Risk Management activities, see the [Capital & Risk Management](#) section of this site, and view our [Proxy Statement](#) to see specific Board Committee responsibilities.

## Management and Oversight of Sustainability Matters

With respect to oversight of risks and opportunities impacting the sustainability of our business, each committee is assigned responsibility for oversight of matters most applicable to its charter responsibilities. We believe that allocating responsibility to a committee with relevant knowledge and experience improves the effectiveness of the Board’s oversight. For example, as indicated above, the Audit Committee oversees risks related to regulatory and compliance matters; the Compensation Committee oversees implementation of our pay-for-performance philosophy and practices designed to ensure equitable pay across the organization; the Nominating and Governance Committee oversees our workforce diversity and inclusion efforts, public policy initiatives and community relations; and the Risk Committee oversees strategies pertaining to management of catastrophe exposure, changing climate conditions and information technology, including cybersecurity.

In addition, our Chief Sustainability Officer and our management-level Sustainability Committee – a multidisciplinary committee consisting of senior company executives that meets at least quarterly – drive the management of, and reporting on, sustainability issues. We also regularly engage with our investors, our customers, our employees, our agents and brokers, regulators, rating agencies and other stakeholders on business issues and other topics of interest to them.

To learn more about our shareholder engagement, please see our [Proxy Statement](#).

To learn more about our stakeholder engagement and how we’ve identified our priority sustainability topics, see the [About Our Sustainability Reporting](#) section of this site.



# Board Composition, Independence & Diversity

An effective and independent Board of Directors is critical to good corporate governance. All of our directors, other than our Chairman and CEO, are independent. All committees are composed solely of independent directors, other than the Executive Committee on which our Chairman and CEO serves.

The Board has an independent [Lead Director](#). The independent Lead Director coordinates the efforts of the independent directors and has the authority to, among other things, convene and chair meetings of the independent directors as deemed necessary, as well as to approve the Board meeting schedules and meeting agenda items.

To further ensure effective independent oversight, independent members of the Board regularly meet in executive session with no members of management present. Executive sessions are chaired by the independent Lead Director. Each of the committees also meets regularly in executive session. For additional information on our Board structure and the role of the independent Lead Director, see our [Governance Guidelines](#) and our [Proxy Statement](#).

The members of the Board have a broad range of skills, expertise, industry knowledge, viewpoints and backgrounds. The Board and the Nominating and Governance Committee carefully consider the importance of diverse viewpoints, backgrounds and experiences and other demographics when selecting future director nominees. The Board seeks to ensure that it is composed of members whose particular expertise, qualifications, attributes and skills, when taken together, allow the Board to satisfy its oversight responsibilities effectively.

Another factor considered in board composition is maintaining a balanced approach to board refreshment, with the intent of ensuring an appropriate mix of long-serving and new directors. Our Governance Guidelines contain a director age limit, providing that no person who will have reached the age of 74 before the annual shareholders meeting will be nominated for election at that meeting without an express waiver by the Board. The Board believes that waivers of this policy should not be automatic and should be based upon the needs of the company and the individual attributes of the director.

Lead Director Message    **Governance Practices**

Management and Oversight of Sustainability Matters

Board Composition, Independence & Diversity

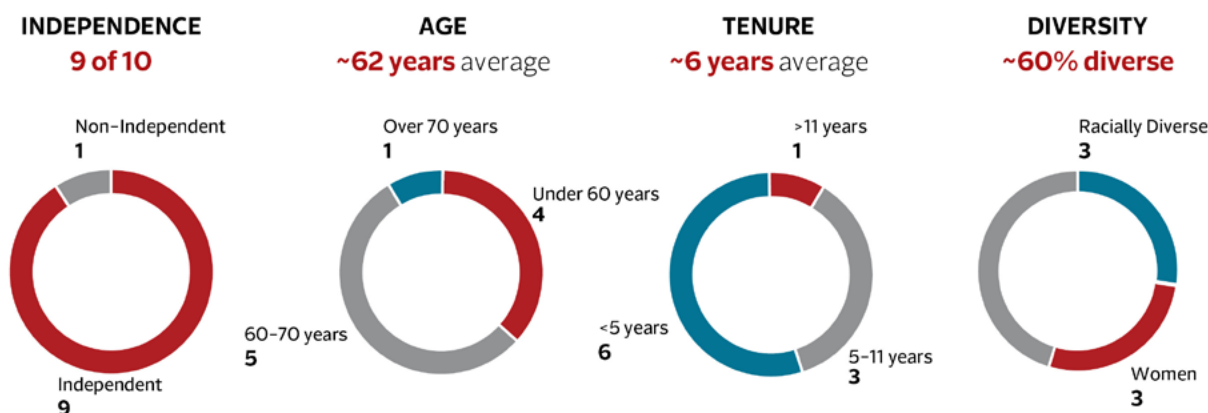
**Board & Executive Compensation**

Shareholder Rights

## Recent Board Refreshment



## Director Snapshot



## Board & Executive Compensation

Our director and executive compensation programs are designed to reinforce a long-term perspective and to align the long-term interests of our executives and directors with those of our shareholders.

### Director Compensation Highlights

- Under the director compensation program, nonmanagement directors currently receive more than 50% of their annual board and committee chair compensation in the form of deferred stock units. The shares underlying these units are not distributed to a director until at least six months after the director leaves the Board, aligning director interests with those of long-term shareholders.
- Nonmanagement directors are required to accumulate and retain a level of ownership of Travelers equity securities equal to four times the director's most recent annual deferred stock award.
- The Nominating and Governance Committee reviews the appropriateness of the director compensation program at least once every two years.

Lead Director Message    **Governance Practices**

Management and Oversight of Sustainability Matters

Board Composition, Independence & Diversity

**Board & Executive Compensation**

Shareholder Rights

## Executive Compensation Highlights

With our pay-for-performance philosophy and compensation objectives as our guiding principles, we deliver annual executive compensation through the following elements:

Element		Metrics	CEO Compensation Mix	Other Named Executive Officers (NEOs)
Fixed	Base Salary	Base salaries are appropriately aligned with the Compensation Comparison Group.	<b>6%</b>	<b>12%</b>
Performance-Based Cash	Annual Cash Bonus	<p>The Compensation Committee evaluates a broad range of financial and nonfinancial metrics in awarding performance-based incentives.</p> <p>Core return on equity is a principal factor in the Compensation Committee's evaluation of the company's performance.</p> <p>The Committee also considers other metrics, including core income and core income per diluted share, and the metrics that contribute to those results.</p>	<b>30%</b>	<b>45%</b>
Performance-Based Equity	Long-Term Stock Incentives	<p>Annual awards of stock-based compensation are typically in the form of stock options and performance shares. Because our performance shares only vest if specified performance thresholds are met, and because stock options provide value only if our stock price appreciates, the Compensation Committee believes that such compensation is all performance-based.</p> <p>The mix of long-term incentives for the CEO and other named executive officers is 60% performance shares and 40% stock options, based on the grant date value of the awards.</p>	<b>64%</b>	<b>43%</b>

- Our executive compensation program links compensation to the achievement of our short-term and long-term financial goals and strategic objectives.
- As part of our long-standing pay-for-performance philosophy, we utilize performance measures that are intended to align compensation with the creation of shareholder value and reinforce a long-term perspective.
- The Compensation Committee believes that the most senior executives, who are responsible for the development and execution of our strategic and financial plans, should have the largest portion of their compensation tied to performance-based incentives, including stock-based compensation, the ultimate value of which is dependent on the performance of our stock price over time and our three-year core return on equity. Accordingly, the proportion of total compensation that is performance-based increases with successively higher levels of responsibility.

Lead Director Message    **Governance Practices**

Management and Oversight of Sustainability Matters	Board Composition, Independence & Diversity	Board & Executive Compensation	<b>Shareholder Rights</b>
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- Our executive compensation program reflects established and evolving corporate governance standards, including:
  - A maximum cash bonus opportunity with regard to our CEO and, starting with annual cash bonuses to be awarded in 2026 for performance in 2025, all of our other named executive officers.
  - A robust share ownership requirement of six times base salary for the CEO, three times base salary for vice chairmen and executive vice presidents, and the equivalent of base salary for senior vice presidents.
  - A clawback policy with respect to cash and equity incentive awards to our executive officers.
  - The prohibition of hedging transactions as specified in our securities trading policy.
  - The prohibition of pledging shares without the consent of Travelers (no pledges have been made).

For more detail regarding our executive compensation program, see the Compensation Discussion and Analysis section of our [Proxy Statement](#).

## Shareholder Rights

Travelers’ [Articles of Incorporation](#) and [Bylaws](#), together with our [Governance Guidelines](#), define and protect our shareholders’ rights, including through:

- **Annually Elected Directors.** The annual election of directors reinforces the Board’s accountability to shareholders.
- **Proxy Access.** Shareholders may include director nominees in our Proxy Statement if certain conditions are met.
- **Majority Vote Standard for Director Elections.** In uncontested elections, a director who receives fewer votes “For” election than “Against” must promptly tender a resignation to the Board.
- **Single Voting Class.** Travelers common stock is the only class of shares outstanding.
- **No Poison Pill.** Travelers does not have a poison pill.
- **Right to Call a Special Meeting.** Special meetings of the shareholders may be called at any time by a shareholder or shareholders holding 10% of voting power of all shares entitled to vote or 25% where the meeting relates to a business combination.

# Climate Strategy



Our property and casualty insurance operations expose us to claims arising out of catastrophes in each of the geographies where we write business and to varying peak catastrophe perils in different countries and regions. Severe weather events over the last two decades have underscored the unpredictability of climate trends. For example, the frequency and/or severity of hurricane, tornado, hail and wildfire events in the United States have been more volatile during this time period. The insurance industry has experienced increased catastrophe losses due to a number of potential factors, including, in addition to weather/climate variability, aging infrastructure, more people living in, and moving to, high-risk areas, population growth in areas with weaker enforcement of building codes, urban expansion, an increase in the number of amenities included in, and the average size of, a home and higher inflation, including as a result of post-event demand surge. We believe that changing climate conditions have also likely added to the frequency and severity of natural disasters and created additional uncertainty as to future trends and exposures. Our approach to climate-related risks and opportunities is multifaceted, and we believe it allows us to mitigate our exposure to climate-related risk and provide products and services that both help our customers mitigate those risks and meet our long-term financial objectives. As part of our comprehensive climate strategy, we also advocate for and support community resiliency, mitigation and disaster preparedness efforts.

## Highlight

**20%**

Compound annual growth rate of our Global Renewable Energy Practice since 2018, with revenue up more than 200% over that same period

## Approach

As a core part of our business, we continually monitor, assess and respond to the risks and opportunities posed by changing climate conditions to provide products and services that both help our customers mitigate associated risks and are priced to meet our long-term financial objectives. We also regularly consider new insurance products and services that could be useful to our customers in addressing their climate-related risks. This section introduces our approach to managing changing climate conditions, which we expand on in a detailed [report](#) that aligns with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD). To read about environmental efforts within our operations, refer to the [Eco-Efficient Operations](#) section.



Board Oversight and Governance

The Board of Directors plays an important role in overseeing our Enterprise Risk Management (ERM) practices and strategies, including our company’s evaluation of potential risks relating to changing climate conditions. The Risk Committee of the Board, composed of independent directors, is responsible for oversight of the strategies, processes and controls relating to risks in our business operations, including insurance underwriting and claims, reinsurance, catastrophe exposure and the impact of changing climate conditions on those operations. The Board Risk Committee assists the full Board in overseeing the operational activities of the company and the identification and review of risks that could have a material impact on Travelers, including risks related to changing climate conditions.

The Board Risk Committee meets on a quarterly basis with the Chief Risk Officer, Chief Underwriting Officer, members of the Enterprise Risk Committee and, as appropriate, other members of senior management to discuss risks that could have a material impact on Travelers, including risks related to changing climate conditions. These discussions include, for example, information regarding historical loss experience, loss trend projections, lessons learned from recent catastrophe events, underwriting practices and market share analyses. Among other things, these discussions focus on Travelers’ underwriting risk management approach in light of catastrophe volatility, the potential impact of climate-related perils to Travelers and its customers and strategies for mitigating climate-related risks. These discussions inform, among other things, the company’s financial plan, risk appetite and underwriting approach. The Board Risk Committee, in turn, reports to the full Board with regard to its discussions.

A senior executive team, which includes the Chief Risk Officer and the Chief Underwriting Officer, oversees the ERM process and is responsible for facilitating discussions with the Board Risk Committee. Our management-level Enterprise, Segment and Business Resiliency Risk Committees are key elements of our ERM structure and help reinforce our strong culture of risk management, including with respect to changing climate conditions. Discussions regarding potential risks (and opportunities) related to energy, the environment and changing climate conditions are supported by various committees and groups, including the Property Catastrophe Management Committee, the Sustainability Committee, the Casualty Emerging Risk Committee and the Travelers Global Energy Council, among others. These committees and groups, including the ERM group, coordinate and support climate-related initiatives and strategies across Travelers and are venues to share information and leverage expertise.

Our Chief Sustainability Officer leads Travelers’ environmental, social and governance (ESG) efforts across the organization, chairs the company’s multidisciplinary Sustainability Committee and is a member of the company’s Disclosure Committee. Our Chief Sustainability Officer also works with our ERM department to ensure that identification and assessment of ESG risks are appropriately integrated into our ERM program.

Travelers provides detailed climate-related disclosures through voluntary reporting, such as our [TCFD Report](#), as well as mandatory submissions, such as those required by the National Association of Insurance Commissioners (NAIC). Readers are encouraged to review our TCFD Report to gain a more complete understanding of our approach to addressing the risks and opportunities related to changing climate conditions.

## Risk Identification & Management

The Segment Risk Committees are involved in identifying climate-related underwriting risks and climate-related opportunities in our book of business in collaboration with our ERM function in the United States, Canada and the United Kingdom, including the Catastrophe Risk Management and Enterprise Underwriting groups; our business underwriting groups across the company; our Risk Control function; and the Investment, Legal and Regulatory functional areas. These groups and committees stay current on climate-related and environmental risks, including through industry publications and external conferences, and actively monitor various relevant factors, such as:

- Climate-related litigation and novel theories of liability.
- Legal and regulatory requirements impacting climate, energy and the environment.
- Market-based policies that put a price on greenhouse gases, such as carbon pricing or cap-and-trade programs.
- Efforts by states, nations and nongovernmental organizations to adopt policies or implement programs designed to reduce emissions impacting global temperatures.
- Emerging regulatory requirements and “best practice guides” for international businesses with respect to risk management, disclosure and scenario analysis practices relating to changing climate conditions.
- Impacts related to emerging “clean” or “green” energy and technology trends and products.

These groups and committees are also updated from time to time by internal subject matter experts regarding emerging scientific analyses and published reports relating to weather trends and the effects of changing climate conditions. The majority of these publications focus on forward-looking impacts. These publications include:

- Materials issued by the U.N. Intergovernmental Panel on Climate Change.
- The National Climate Assessment Reports issued in the United States by the National Oceanic and Atmospheric Administration as part of the U.S. Global Change Research Program.
- Articles published in scientific journals.

When a potential risk is identified, these groups and committees engage in a comprehensive review to evaluate the risk. This process involves the relevant internal stakeholder groups and, as appropriate, may be elevated pursuant to our ERM framework for discussion with senior management and the Board of Directors. To read more about our ERM activities, refer to the [Capital & Risk Management](#) section.

## Risk Control & Mitigation

Climate trends, which manifest over long periods of time, provide a long-term opportunity for our Risk Control department to offer and develop services to help current and potential customers mitigate the risks associated with changing climate conditions. For example, to help mitigate and minimize property losses caused by severe weather-related events, Travelers Risk Control has developed a comprehensive framework of technical planning resources to assist customers with conducting business impact analyses to prioritize and implement risk management action plans and physical improvements. Risk Control monitors events and claim trends and partners with associations such as the Insurance Institute for Business & Home Safety (IBHS) to assess innovative building products and new technologies designed to minimize wind, hail, flood and wildfire exposures. This deep domain expertise allows us to help customers improve their resiliency over time.

In addition, our Risk Control professionals can provide guidance about associated risks to our customers who have incorporated “green” products or systems to help reduce their carbon emissions and/or increase their environmental sustainability. These products and systems include, for example, solar panels on residential and commercial rooftops, lithium-ion batteries used to store solar energy and vegetative roofs on commercial buildings.

Travelers Risk Control maintains technical committee memberships on the National Fire Protection Association Standards, the UL Solutions Fire Council, the Fire Protection Research Foundation’s Property Insurance Research Group, the Organization of Scientific Area Committees for Forensic Science Standards and other associations to help us research and evaluate the reliability and fire safety of “green” products and systems to determine how these products and systems impact fire, structural and safety exposures. This knowledge is used to continually update our views and empowers our Risk Control professionals to help our customers mitigate the risks associated with changing climate conditions and “green” trends, with a goal of improving outcomes while strengthening customer relationships. To learn more about some of our other products and services related to climate strategy, refer to the [Products & Services](#) portion of this section.

At Travelers, we strive to lead by example and incorporate climate-related risk mitigation measures into our own operations. To read about environmental and climate-related risk mitigation efforts within our operations, refer to the [Eco-Efficient Operations](#) section.

## Underwriting Strategy

For both property and casualty lines of business, we consider environmental factors, including weather trends and patterns, alongside other relevant risk variables in our underwriting evaluation process and in our underwriting strategies. In addition to catastrophe modeling, discussed in further detail under [Catastrophe & Weather Models](#), we evaluate the findings contained in governmental reports, such as the Intergovernmental Panel on Climate Change (IPCC) Sixth Assessment Report (AR6; 2021) and the U.S. Fifth National Climate Assessment Report (NCA5; 2023), as well as other external scientific studies related to climate, to assess potential impacts on our underwriting and pricing decisions. For example, we have evaluated the extent to which phases of the Atlantic Multidecadal Oscillation, the El Niño–Southern Oscillation, the North Atlantic Oscillation and Saharan dust conditions may influence changes in basin frequency, severity or U.S. landfall risk of hurricanes. Our catastrophe underwriting also incorporates lessons learned from recent events, including the 2017 Tubbs Fire (California), the 2018 Camp Fire (California), the 2019 Kincade Fire (California), several 2021 wildfire events in California and Oregon, the late-season 2021 Marshall Fire (Colorado), Hurricane Ian (Florida) in 2022, Hurricane Idalia (Florida) in 2023 and Hurricane Helene (Georgia) in 2024, as well as past events, such as Hurricanes Harvey and Katrina and Superstorm Sandy. These lessons learned are reflected in our:

- Disciplined approach to terms and conditions that are designed to make outcomes more predictable.
- [Risk Control Initiatives](#), which help us with risk mitigation, selection and pricing.
- Proprietary Commercial Property flood underwriting, which factors in building footprints compared with segmented flood zones.
- Proprietary wildfire underwriting, which factors in terrain slope, vegetation density and propensity to burn, and road access (including proximity to fire stations), as well as historical footprints.

We are able to respond quickly to changing conditions since most of our policies renew annually. This gives us the flexibility to adjust our pricing, underwriting strategy and related policy terms and conditions, as appropriate. In addition to making short-term tactical adjustments to our underwriting strategy and product pricing based on the climate-related risks we identify, we monitor climate-related risks on a medium- and long-term horizon to arrive at a holistic view of climate-related impacts on our business, further allowing us to adjust and refine our strategy, products and pricing.

Our broad product diversity also mitigates our exposure to climate-related risks. We engage broadly across nine major lines of insurance through our three business segments – Business Insurance, Bond & Specialty Insurance and Personal Insurance. Our portfolio is balanced across these lines of business and further diversified by geography and customer size and type. Travelers is a leading U.S. commercial insurance writer with a top-five position in five major product lines, including a number one position in workers compensation and commercial multi-peril.<sup>1</sup> See our [Business Strategy & Competitive Advantages](#) section to learn more about our product breadth and specialization.

Finally, informed by our risk selection, claim experience and risk appetite, we reinsure a portion of the risks we underwrite to further manage our exposure to losses and to protect our capital. We cede to reinsurers a portion of these risks and pay premiums based upon the risk and exposure of the policies subject to such reinsurance. For further discussion of our reinsurance program, see our [Annual Report on Form 10-K](#).

Our robust risk management practices and disciplined approach to underwriting and pricing help Travelers identify and manage both the transition and the physical risks related to changing climate conditions and respond to climate-related opportunities now and as these opportunities evolve over time.

## Climate Strategy Scenario Analysis with Respect to Physical Risk

Travelers is proud to be a leader in its industry in conducting scenario analysis with respect to identifying the incremental climate impact on physical risk, above typical weather conditions. This analysis has provided the company with additional visibility into the potential impacts of climate on our business.

Within the last five years, we retained a leading catastrophe modeling firm to evaluate the effects of changing climate conditions on the U.S. hurricane peril for two future emission scenarios and for several time horizons (i.e., 2030, 2050 and 2100). In 2024, we also completed a wildfire climate review that evaluated scientific literature and third-party catastrophe models. Our independent trend analysis identified an increasing trend in climate variables relevant to wildfire risk, which Travelers has taken into account in its underwriting and pricing decisions.

Based on these analyses, given our company’s risk profile, our underwriting strategy and the fact that changing climate conditions will occur over decades, we do not expect the climate impacts with respect to the hurricane or wildfire perils to have a material impact to our average annual loss, return period loss estimates, planning or strategy. While we anticipate hurricane and wildfire risk to be manageable over time, these analyses provide insight into the range of potential future risk.

For a detailed discussion regarding the analyses and their results, please see our [TCFD Report](#).

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<sup>1</sup> 2024 U.S. Statutory DWP. Five major product lines: Commercial Multi-Peril (Commercial Multiple Peril (Liability), Commercial Multiple Peril (Non-Liability), Farmowners Multiple Peril); Commercial Auto (Commercial Auto No-Fault (Personal Injury Protection), Commercial Auto Physical Damage, Other Commercial Auto Liability); General Liability (Other Liability Occurrence, Product Liability); Workers Compensation; and Surety. Copyright © 2025, S&P Global Market Intelligence. Used with permission.

# Catastrophe & Weather Models

Travelers uses various analyses and methods, including proprietary and third-party modeling processes and geospatial analysis, to evaluate our climate-related risks and make underwriting, pricing and reinsurance decisions designed to manage the company’s exposure to catastrophe (CAT) events. The Catastrophe Risk Management group assesses CAT risk and manages the development of our strategic CAT efforts.

This group actively monitors and evaluates changes in third-party models and, when necessary, calibrates the CAT risk model estimates delivered via our proprietary modeling processes. We consider historical loss experience, recent events, underwriting practices, market share analyses, external scientific analysis and various other factors, including non-modeled losses, to refine our proprietary view of catastrophe risk. These analytical techniques are an integral component of our Enterprise Risk Management process and further support our long-term financial strategies and objectives.

Analytical techniques like these are an integral component of our [Capital & Risk Management](#) processes and further support our long-term financial strategies and objectives.



## Products & Services

As renewable energy businesses continue to innovate and expand, Travelers is playing a critical role in supporting the transition over time to a lower-carbon economy, both in the United States and internationally – specifically, through our insurance products and services designed for these innovative companies. Travelers has been in the renewable energy space for more than 30 years and is positioned to benefit from the increased economic activity in this space by insuring more renewable energy projects globally.

Travelers offers a range of tailored insurance solutions that cover the entire life span of renewable energy businesses that invest in, develop, operate and maintain commercial and utility-scale operations – from research and development and manufacturing to permanent operations, as well as onshore and offshore wind, solar, battery energy storage and biopower operations. Our [Global Renewable Energy Practice](#) is designed to facilitate innovation and the growth of renewable energy businesses and support the over-time energy transition.

Our Global Renewable Energy Practice also helps Travelers capture a greater share of the expanding renewable energy industry domestically and internationally, as trends toward renewable and clean energy sources continue to accelerate. For example, our [WindPak®](#) and [SolarPak®](#) products respond to unique coverage issues for the wind and solar energy industries based in the United States. Through Travelers Lloyd's Syndicate 5000, we also have broad capabilities to support large and complex wind, solar and energy storage projects that meet our risk/reward calculus across many geographies.

We continue to pursue the renewable energy sector, such as by providing coverages globally for commercial and residential solar installations and onshore and offshore wind farms, including U.S. offshore wind farm projects along the Eastern seaboard. Since we first began collecting separate data for our Global Renewable Energy Practice in 2018, the business has grown at a compound annual growth rate of 20%, with revenue up more than 200%. We also offer specialized coverage, as well as discounts where permissible, to incentivize environmentally responsible behavior – specifically, to encourage adoption of FORTIFIED Home™ construction, green buildings and hybrid/electric vehicles.

Examples of our current product offerings include the following:

- **Green Building Coverages.** A suite of green building coverages that respond to the unique coverage issues of “green” buildings and provide for the additional costs to help policyholders repair, replace or rebuild with “green” materials after a loss.
- **Green Home Discount.** A discount of up to 5% for homes that are LEED (Leadership in Energy and Environmental Design) certified.
- **Wind Mitigation Discount.** In many states, our newest homeowners program offers a discount of up to 18% on hurricane premium for homes built to the Insurance Institute for Business & Home Safety FORTIFIED Gold™ standard. In Alabama, depending on the location, the discount can be up to 55% on hurricane premium for this designation. Additional discounts for wind mitigation may be available by state.
- **Hybrid/Electric Vehicle Discount.** A discount for hybrid or electric vehicles – available in certain states and subject to individual eligibility.

In addition, through our [Prepare & Prevent](#) website, we provide customers, agents and brokers, and the general public with extensive educational resources to help them plan for, stay safe during and recover from natural disasters of all types. This site and the Risk Control section of MyTravelers® for Business provide customers, agents and brokers with access to nearly 2,000 resources to help them better understand risk, mitigate exposures and prevent losses.

Finally, when possible, we take steps to notify customers and agents of certain approaching natural disasters and inform them of steps they can take to help prevent damage. We also provide links to actionable prevention content on our Prepare & Prevent website. After major natural disasters, we communicate with customers and agents to inform them of steps they can take to mitigate damage, file a claim and begin the recovery process.

## Resilient Communities

As part of an ongoing effort to enhance public awareness about the need for effective adaptation strategies to reduce losses related to natural disasters, Travelers supports and participates in research, advocacy and education. Travelers sponsors the [Insurance Institute for Business & Home Safety \(IBHS\)](#), the BuildStrong Coalition, [Habitat for Humanity®](#), Smart Home America and SBP to promote stronger building codes and more resilient communities and to influence industry standards and best practices. We participate on the board of IBHS, an independent, nonprofit scientific research organization supported by the insurance industry. IBHS translates top-tier research into action to strengthen homes and businesses, inform the insurance industry and increase community resiliency. Over the last decade, IBHS has identified gaps through full-scale laboratory testing at its state-of-the-art facility and has influenced changes to existing building code standards and best practices to mitigate potential losses. Through our research partnership with IBHS, we have gained a better understanding of severe wind, hail and fire impacts on building engineering standards and have incorporated these insights into our underwriting and pricing methodologies. For example, in many states, our newest homeowners program offers a discount of up to 18% on hurricane premium for homes built to the IBHS FORTIFIED Gold™ standard. In Alabama, depending on the location, the discount can be up to 55% on hurricane premium for this designation.

We also participate on the board of the BuildStrong Coalition, a group composed of national business and consumer organizations, companies and emergency management officials. BuildStrong is dedicated to advocating for federal government legislation and incentivizing state adoption and enforcement of building codes to protect property, save lives and reduce loss costs.

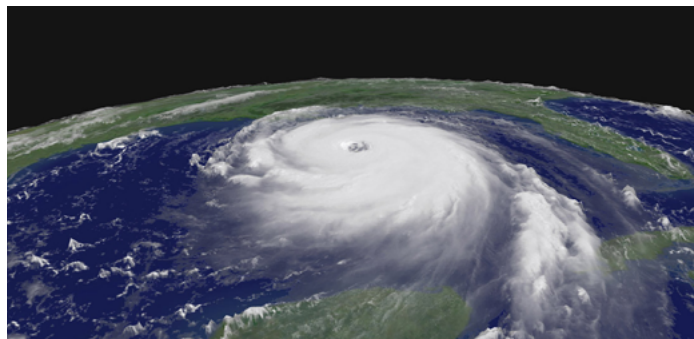
Following enactment of the Disaster Recovery Reform Act in 2018, the Federal Emergency Management Agency (FEMA) developed a new pre-disaster mitigation program called Building Resilient Infrastructure and Communities (BRIC). Through this program, FEMA provides federal funds to states, local communities, tribes and territories for mitigation activities. For fiscal year 2021, FEMA was authorized to distribute up to \$1 billion in BRIC funding. Long a priority for Travelers and the BuildStrong Coalition, FEMA now can provide states and localities with dedicated pre- and post-disaster funding opportunities that will save lives and help communities reduce the future costs of natural disasters by helping homeowners fortify their homes using IBHS-proven technologies. State and federal funding for resiliency efforts is essential. According to a 2019 National Institute of Building Sciences study, for every \$1 spent on mitigation, the United States can save \$6 in future disaster costs. In these ways, we are advocating for our communities, which we believe is good for our customers, for the communities in which we live and work and for creating shareholder value over time.

**Climate Strategy**Risk Identification  
& ManagementUnderwriting  
StrategyCatastrophe &  
Weather ModelsProducts  
& ServicesResilient  
Communities**Illustrative  
Initiatives**

## Illustrative Initiatives



## ENVIRONMENTAL INITIATIVES IN EUROPE

[Growing the Travelers Europe Forest](#)

## IBHS SPONSORSHIP

[Supporting Research in Severe Weather  
Readiness and Response](#)

## TRAVELERS FORTIFIES COMMUNITIES

[Building Strong, Resilient Communities](#)

## TRAVELERS INSTITUTE®

[Thought Leadership on Disaster  
Preparedness](#)

## WILDFIRE DEFENSE SERVICES

[Protecting Our Customers from Increased  
Wildfire Risk](#)

# Community



Travelers – directly and through the Travelers Foundation – has provided more than \$237 million in gifts to local communities over the past decade, focused on supporting academic and career success, developing thriving neighborhoods and creating culturally enriched communities. Our giving, along with our extensive volunteer efforts, helps us deliver sustained value for all stakeholders.

## Highlight

>\$237M

in gifts to local communities over the past decade – directly and through the Travelers Foundation

## Approach

We understand that we can only thrive as a business enterprise if our economy and our communities thrive too. We believe that strong communities are sustained by educational and economic opportunities, and we are dedicated to assisting our communities in generating those opportunities. Our community initiatives, including our volunteer and matching gifts programs, are also designed to enhance employee engagement and retention.

Travelers provides [community support](#) both directly and through the Travelers Foundation, the company's philanthropic arm. The Travelers Foundation Board of Directors provides oversight of the foundation's strategies, priorities and activities. Our Community Relations department meets regularly with the foundation's Board, comprised primarily of senior leaders from our Management and Operating Committees. Community Relations also reports annually to the Nominating and Governance Committee of the Travelers Board of Directors. Travelers and the Travelers Foundation publish an annual [community report](#) to highlight our accomplishments and progress.



## Our Giving Priorities

We target our giving and volunteerism priorities to help improve academic and career success, develop thriving neighborhoods and create culturally enriched communities.

- **Academic and Career Success.** Travelers supports initiatives that create pathways and enhance opportunities for career readiness, access and success. By supporting our communities, these initiatives help address corporate needs for a skilled workforce while directly benefiting the economy. Travelers, directly and through the Travelers Foundation, has provided more than \$65.5 million since 2015 to help foster academic success, increase career preparedness and reduce barriers to higher education. Programs such as [Travelers EDGE®](#) (Empowering Dreams for Graduation and Employment), our signature education-to-career pipeline program, are helping to strengthen our communities and build a robust talent pipeline for Travelers for the future. Here are a few examples of how we supported academic and career success in 2024:
  - 48% (12 of 25) of *Travelers EDGE* graduates were hired full time by Travelers in the 2023–2024 academic year. Of those who accepted full-time positions at Travelers, 58% (7 of 12) were admitted into leadership and technical development programs.
  - As part of ReadyCT's G.R.I.T. (Get Ready! Immersive Traineeship) program, 25 high school students from Hartford and New Britain, Connecticut, worked with Travelers employees on projects during a five-week summer program. This program included professional development and opportunities to learn more about Travelers and the insurance and financial services industry.
  - More than 120 Travelers employees across the nation served as volunteers and judges for the Connecticut Invention Convention (CIC), an entrepreneurial competition among innovative students in grades K–12. Additionally, Travelers sponsored the Safe Home and Safe Auto Awards, which were presented at the CIC State Finals event, in which more than 300 young inventors participated.
  - Travelers has partnered with BestPrep's eMentor program since 2007. [BestPrep](#) builds meaningful partnerships with schools, companies and other nonprofit partner organizations to prepare Minnesota youth for success in school, their careers and life at low or no cost to students, teachers and schools. During the 2023–2024 academic year, nearly 140 Travelers employees volunteered more than 1,900 hours with BestPrep. Employees served as company coordinators and mentors for the eMentors and Cloud Coach programs. They also served as mock interviewers and Resident Business Leaders at BestPrep's Minnesota Business Venture summer camp.
- **Thriving Neighborhoods.** Travelers fosters thriving neighborhoods through neighborhood economic development and community-building services to help individuals, families and small businesses understand and mitigate risks, stay safe and prepare for disasters. In the past decade, Travelers has donated nearly \$49 million to help make homeownership possible, help rebuild after natural disasters and better position small businesses for success. Travelers' efforts to promote thriving neighborhoods include the Small Business Support program, which leverages our employees' expertise to help small business owners gain access to training and financial resources, and [Travelers Fortifies Communities](#), which is focused on building affordable, wind-resistant homes to the Insurance Institute for Business & Home Safety (IBHS) FORTIFIED standards throughout the country. Here are a few examples of how we supported thriving neighborhoods in 2024:
  - The nonprofit small business support organizations that we partner with reached approximately 150,000 entrepreneurs from various industries and locations.
  - Nearly 70 FORTIFIED homes were built with our support across the country in partnership with Habitat for Humanity®, SBP and Team Rubicon.
  - Travelers' support enabled Team Rubicon to rebuild 15 homes in low-attention disaster sites. Low-attention disasters are devastating weather events that affect communities but are not large enough in scale to draw the government, media and philanthropic responses triggered by major events.

| **Community****Our Giving Priorities**

## Employee Volunteerism &amp; Giving

## Illustrative Initiatives

- Travelers has partnered with Habitat for Humanity® International since 2008. The organization engages in new construction and renovates existing buildings in many communities, particularly in urban areas, to create decent, safe and affordable housing. Habitat for Humanity affiliates across the United States and Canada partner with Travelers offices to engage employees in volunteer builds. Participation provides opportunities for employee involvement in the community, team building and networking. In 2024, Travelers employees logged more than 7,900 hours on Habitat builds.
- **Culturally Enriched Communities.** Travelers supports organizations that enrich lives through arts and culture, both as a lever for academic improvement and to foster cultural vitality in communities where our employees live and work. During the past 10 years, we have provided more than \$24.5 million to help keep our communities vibrant. Here are a few examples of how we supported culturally enriched communities in 2024:
  - We partnered with the Greater Hartford Arts Council to provide more than \$500,000 in grants to 15 Hartford-based arts organizations through the Travelers Arts Impact Grant Fund.
  - We are a longtime partner of the Ordway Center for the Performing Arts in St. Paul, Minnesota, providing sponsorship and grant support for the center's education programs. In 2024, our support helped the Ordway provide arts experiences for approximately 59,000 local students, teachers and artists. Overall, the Ordway engaged more than 200,000 individuals through varied paid and free activities on the stage or in the community.
  - We continued our [Travelers Art Speaks](#) initiative, which provides employees with the opportunity to participate in art experiences and engage in inclusive conversations. For instance, we celebrated Black History Month with a series of virtual events focused on film, theater and music, and during National Disability Employment Awareness Month, we hosted a virtual event featuring artwork by artists with disabilities.

We also continue to support military-connected communities through partnerships with the D'Aniello Institute for Veterans and Military Families and Code Platoon. Travelers provides workshops and training for veteran entrepreneurs, as well as veterans and veterans' spouses looking to transition into the workplace. Travelers was recognized as Code Platoon's 2024 Partner of the Year.



## Travelers Charitable Giving

(Dollars in millions)	2024	2023	2022
Direct Cash	\$18.8	\$17.9	\$17.2
Foundation Cash	\$5.0	\$6.0	\$6.0
Total Cash	\$23.8	\$23.9	\$23.2
Non-Cash <sup>1</sup>	\$0.3	\$0.4	\$0.5

<sup>1</sup> Non-cash giving includes furniture and equipment donations, facilities subsidies for the Travelers Championship, logo items donated and similar activities.

## Employee Volunteerism & Giving

We take pride in empowering our employees to have a positive impact on their communities by serving others. As community leaders, Travelers employees are more than strong corporate citizens – they are valuable assets to the communities in which they live and work. Year after year, our employees’ efforts to make a positive impact in the communities we call home are truly remarkable. We do not limit the number of paid volunteer hours an employee can take during the year; each employee works directly with their manager to balance volunteering for company-sponsored events and activities with their job responsibilities.

We hear from our employees about how connecting with their communities – by contributing their time, talents and financial resources – is personally rewarding, drives engagement and morale, and strengthens their commitment to our company’s mission. We also see how community involvement – whether by leading a team volunteer project, coordinating an event for a local nonprofit, providing pro bono services or serving on a charity’s board of directors – helps our employees develop as professionals, building competencies that we value in the Travelers workforce.

In 2024, Travelers partnered with five national nonprofit organizations to provide curated team volunteer activities that, in turn, provided essential community resources.

Organization	Number of employees participating	Number of employee volunteer hours	Resources provided
Blessings in a Backpack	66	177	Weekend food for school-aged children
Can’d Aid	68	150	Art kits for local students
Happy Hope Foundation	414	577	Cards, books and educational materials for hospitalized and displaced children
The Hole in the Wall Gang Camp	612	4,057	Camp preparation, backpack essentials and welcome cards for children with serious illnesses
United Way	587	3,050	Hygiene and literacy kits for shelters, schools and other community organizations

Through the Travelers Community Connections intranet site, we continue to encourage Travelers employees to log their time for company-sponsored and independent volunteer activities, as well as view volunteer opportunities available in their communities. In addition, Travelers maintains both a matching gifts and volunteer rewards program to encourage and support employees in their efforts.

## Travelers Community Connections Matching Gifts and Volunteer Rewards Program

We amplify our employees’ generosity with the Travelers Community Connections Matching Gifts and Volunteer Rewards program. The program offers an annual cash match of up to \$500 per employee for donations made through our online portal. Employees also are eligible to earn volunteer rewards at a rate of \$20 per volunteer hour logged, which they can then designate as grants to eligible charities. Each employee may earn up to \$1,000 in rewards annually. From 2020 through 2024, we matched our employees’ gifts of time and money with \$9.44 million in matching funds.

Our annual Community Connections Campaign also encourages employee giving through fundraising events in support of United Way affiliates across the country and reminds employees about the ability to give to their favorite charities through payroll deduction and other methods. During the 2024 campaign, which was themed “Ensuring Resilient Communities,” employees raised more than \$950,000 for our local communities through over 125 creative virtual and live events.

## Travelers Community Connections Team Volunteer Grants

The Travelers Community Connections field office volunteer grant program encourages volunteer initiatives at our offices across the United States by supporting employee team requests for grants that will benefit local schools and nonprofit partners.

In 2024, this program supported 29 organizations partnering with Travelers offices across the country with more than \$347,000. In addition, we provided more than \$739,000 to Habitat for Humanity affiliates throughout the United States and Canada, supporting 61 Travelers team builds.

As demonstrated below, these programs add up to millions of dollars in assistance for the communities we call home.

## Supporting Employee Community Involvement

	2024	2023	2022
Employee Volunteer Hours	121,238	103,070	73,000
Team Volunteer Activities	287	256	131
Matching Gifts	\$2.4 million	\$2.0 million	\$1.8 million

## Illustrative Initiatives



### AFFORDABLE HOUSING

#### [Support through Funding and Volunteerism](#)



### BESTPREP

#### [Cultivating Our Talent Pipeline](#)



### CONNECTICUT INVENTION CONVENTION

#### [Inspiring the Next Generation of Inventors](#)



### FEATURED SERVICE PROJECT

#### [Play Together, Stay Together](#)



### INVESTING IN COLLEGE ACCESS AND SUCCESS

#### [Supporting Nonprofits to Help Students Succeed](#)



### TRAVELERS CHAMPIONSHIP®

#### [Our Signature Community Event](#)



## Illustrative Initiatives



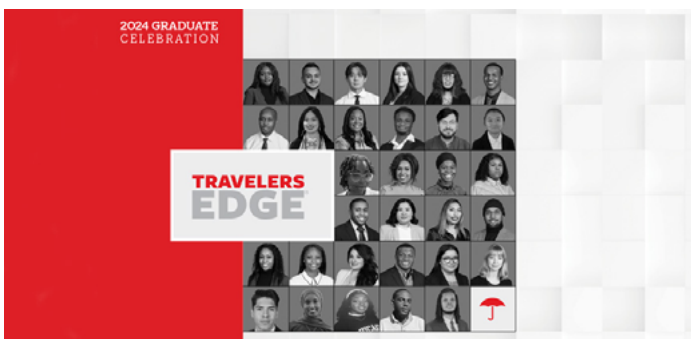
JUNIOR ACHIEVEMENT INSURANCE LEARNING LABS

### [Fostering Financial Literacy and Insurance Know-How](#)



TRAVELERS ART SPEAKS

### [Advancing Inclusion through the Arts](#)



TRAVELERS EDGE®

### [Transforming Tomorrow's Workforce](#)



ENVIRONMENTAL INITIATIVES IN EUROPE

### [Growing the Travelers Europe Forest](#)



AMERICAN FORESTS PARTNERSHIP

### [Partnering for a Purpose – Helping to Reforest North America](#)



COMMUNITY SERVICE VEHICLE DONATIONS

### [Driving Opportunity](#)

## Illustrative Initiatives



TRAVELERS FORTIFIES COMMUNITIES

[Building Strong, Resilient Communities](#)

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# Customer Experience



We strive to provide great experiences for our customers, agents and brokers at every touchpoint, from sales to claim servicing. To meet evolving consumer and business expectations, we are investing in technologies, capabilities and talent to deliver fast, personalized service across platforms, with the goal of being *the undeniable choice for the customer and an indispensable partner for our agents and brokers*.

## Highlight

**10 out of 10**

The score the majority of our Personal Insurance customers gave us after they had an auto or property claim with Travelers in 2024

## Approach

At the heart of who we are is our promise to take care of our customers. In the best of times, our products and services provide our customers with the security to grow and thrive. When disaster strikes, that promise can mean helping replace a totaled vehicle or helping get a roof repaired. In every case, a Travelers policy means a trusted relationship that can last years, even generations, and brings value to our customers, our enterprise and our shareholders.

We recognize that to deliver on our promise and to produce industry-leading returns over time, we need to understand our customers' changing needs and expectations, which are increasingly shaped by their experiences both inside and outside the insurance industry. Meeting and exceeding those expectations require us to keep the customer at the heart of everything we do and collaborate with our agent and broker partners to provide a seamless and consistent experience across all interactions and touchpoints.

Our Head of Customer Experience, a member of our Operating Committee, leads our enterprisewide efforts to enhance our customer experience. We regularly conduct customer research to gain a real-time understanding of our customers' needs. We also rely on our data and analytics expertise to develop intelligent models that help us predict and provide for their needs throughout the customer life cycle. We use these learnings to strategically invest in technologies, capabilities and talent that enable us to offer faster, nimbler, more digital and more personalized customer experiences. Through these efforts, we continue to drive one of our [three innovation priorities](#) – to provide great experiences for our customers, agents and brokers.



Customer Experience	Human-Centered Design	Claim Culture & Experience	Listening to Our Customers & Partners	Supporting Our Agents & Brokers	Illustrative Initiatives
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Our focus on customer experience has earned us recognition across the industry. Here are some examples:

- Forbes Advisor ranked Travelers as one of the Best Overall Car Insurance Companies (December 2024).
- Insurance Business named Travelers as one of the Top Workers Compensation Insurance Companies in the U.S. (2024).
- Insurance Business named Travelers as one of the Top Cyber Insurance Companies in the U.S. (2024).
- U.S. News named Travelers in the top 10 of the Best Homeowners Insurance Companies (2024).
- TrustedChoice.com named Travelers as the Best Business Insurance Company Overall (2024).

Ultimately, the results of our customer experience efforts are reflected in our very strong customer retention rates.

### Customer Retention Rates (as reported as of December 31, 2024)

Business group	1Q '23	2Q '23	3Q '23	4Q '23	1Q '24	2Q '24	3Q '24	4Q '24
Domestic Business Insurance (excluding National Accounts)	87%	87%	87%	87%	86%	85%	86%	85%
Domestic Business Insurance: Select Accounts	85%	85%	85%	85%	84%	83%	82%	80%
Domestic Business Insurance: Middle Market	89%	89%	89%	89%	87%	88%	89%	88%
Domestic Bond & Specialty Insurance: Management Liability <sup>1</sup>	89%	91%	91%	90%	90%	90%	90%	88%
Domestic Personal Insurance: Automobile <sup>2</sup>	82%	82%	82%	82%	82%	82%	82%	83%
Domestic Personal Insurance: Homeowners and Other <sup>2</sup>	84%	85%	85%	85%	85%	85%	85%	86%
Total International Insurance <sup>1</sup>	84%	84%	84%	83%	84%	81%	80%	80%

<sup>1</sup> This ratio excludes surety and other products that are generally sold on a nonrecurring, project-specific basis. International Insurance also excludes the 2024 and 2023 quota share arrangement with Fidelis.

<sup>2</sup> This ratio represents the expected number of renewal policies that will be retained throughout the annual policy period to the number of available renewal base policies.

Note: Statistics are in part dependent on the use of estimates and are therefore subject to change.

# Human-Centered Design

In service of our vision to be the undeniable choice for the customer and an indispensable partner for our agents and brokers, we strive to provide great experiences at every point in their journey with us – from helping them assess their insurance needs to assisting them with their purchase of insurance products and services and, should the need arise, resolving their claims. To meet evolving consumer and business expectations, we continue to invest in technologies, capabilities and talent to deliver fast, personalized service across our platforms.

We work hard to provide our customers with compelling and frictionless experiences and products that help simplify their lives and provide peace of mind. We understand the importance of a human connection, especially when a customer experiences a life event such as buying a new home or investing in their business. We also understand the growing importance of new technological capabilities that meet customers and agents where they are and allow them to easily interact with us through their channel of choice. By continually enhancing our digital and virtual capabilities, we are better able to help our customers protect what is important to them, keep themselves and their employees safe and well, and get through a covered loss.

We remain committed to maintaining the human touch while delivering this exceptional digital experience. Below are some of the ways we work hard to do that.

Making Sure We Have the Right People	We aim to attract, hire and develop employees with empathy, integrity and professional expertise. Our goal is to hire and nurture people who care about the long-term success of Travelers, which includes caring about the well-being of our customers and providing exceptional service to our customers and agent and broker partners.
Cultivating a Culture of Caring	We are the beneficiaries of a long-standing culture anchored in trust – the trust we earn from our customers in challenging times and the trust we place in each other and our agents and brokers every day. The importance of the Travelers Promise – our commitment to take care of our customers, our communities and each other – is deeply ingrained in our employees and is the purpose that brings them to work each day with energy and enthusiasm.
Taking a Human-Centered Approach	Designing exceptional experiences for our customers is both an art and a science. We continually test, learn and listen to feedback so we can better craft, monitor and optimize experiences across all lines of our business, using an outside-in, human-centric approach.
Providing Product and Loss Consultation	Customer experience starts with ensuring that customers have the right product coverage for their risk management needs. Then, in the event of a loss, we have an innovative workflow that offers customers information about coverage, deductibles and the claim process so that they can make an informed decision about whether to file a claim.

Leveraging Data and Analytics to Enhance the Customer Experience

We leverage our deep expertise in data and analytics to support decision-making and drive informed and thoughtful experience design and customer-focused innovation. Our data and analytics advantage, augmented by the latest technology and our proprietary models, is significant and difficult to replicate. Ultimately, these capabilities lead to a better customer experience across the customer life cycle – at the time the customer purchases a policy, during the time they remain a Travelers customer and in the event of a loss.

Claim Culture & Experience

Our Ethical & Empathetic Claim Culture

Treating our customers, claimants and business partners with the highest degree of integrity, professionalism and empathy and paying what we owe are core to our mission. That’s why our Claim organization has a deliberate focus on attracting, developing and retaining a high-performing workforce that shares our values and embraces our culture. We offer our Claim professionals comprehensive training designed to drive alignment with Claim’s values and vision, including the importance of providing a positive customer experience. Employees are regularly recognized for their ability to make our customers feel secure, respected and cared for at every interaction.

Our [Code of Business Conduct and Ethics](#) clearly establishes Travelers’ policy to handle claims fairly by paying what we owe and following the terms of the applicable insurance policies and all claim-handling standards contained in the applicable statutes and regulations. The Code specifies that Claim personnel are expected to act promptly and in good faith when handling claims. These principles are frequently reinforced by management at all levels within the Claim department through regular training, communications and claim review. Claim professionals’ core technical training addresses coverage determination and customer communication, and our internal quality review of claim files includes determination of whether all coverages were correctly identified, applied and communicated to the customer. In addition, all Claim employees are required to annually certify compliance with a Claim-specific compliance plan that goes above and beyond the company compliance plan to specifically address good-faith claim handling.

The Claim Experience at Travelers

From a claim perspective, customer experience is both a core value and a business discipline. For the overwhelming majority of claims, we do not contract with third-party claim adjusters and instead rely on our own staff to respond to claims. In 2024, we were able to adjust nearly all of our catastrophe claims with our own employees, supported by innovative technologies, self-service capabilities and trusted service partners. This structure sets us apart in the industry, allowing us to process claims quickly and accurately, with a consistently high standard of customer service. Our claim-handling capability is at the heart of our promise to our customers and proved again in 2024 to be a significant competitive advantage that resulted in a better outcome for our customers and a more efficient outcome for us. In 2024, we resolved 90% of our customers’ property claims arising out of catastrophe events within 30 days. This was a particularly remarkable result given that we responded to 74 catastrophe events and more than 137,000 catastrophe notices of loss in 2024. The capacity to service virtually all of our claims with our own employees also provides us with valuable insights and data, which helps us continually learn from our customers and refine our service processes to optimize their experience with us.

In recent years, we adjusted our claim inspection process to rely more heavily on state-of-the-art digital and virtual capabilities. In addition to creating operational efficiencies, investments in digital capabilities over the past few years have enabled us to improve the customer experience in meaningful ways. We are now using virtual claim-handling capabilities on a significant majority of both auto appraisals and wind/hail claims, often eliminating the need for inspection by a Travelers Claim professional. In other words, we are delivering great experiences for our customers and a more efficient outcome for our shareholders.

<b>Customer Experience</b>	Human-Centered Design	Claim Culture & Experience	<b>Listening to Our Customers &amp; Partners</b>	Supporting Our Agents & Brokers	Illustrative Initiatives
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## Simplifying the Claim Process

Travelers Claim Services is dedicated to continually improving the claim experience for our customers, agents and brokers, and Claim professionals. That's why we are investing in technologies and resources to improve claim handling, expedite claim resolution and add more transparency to the claim process. For example:

- **Virtual Inspection Technology.** Using AI-assisted virtual inspection and measurement technology, we are able to transform smartphone photos of a property into an accurate 3D model so that our Claim professionals can easily inspect property damage without climbing ladders and our policyholders can provide information without having to schedule an on-site inspection. In addition to providing convenience for our customers, this capability offers safety benefits for our Claim professionals and operational efficiencies to us.
- **Virtual Claim-Handling Capabilities.** We are now using virtual claim-handling capabilities on a significant number of auto appraisals and wind/hail claims without the need for inspection by a Travelers Claim professional, making the process more convenient for our customers and more efficient for us.
- **Claim Resource Center.** To help make the claim process as simple and stress-free as possible, we have developed a virtual resource center for claimants. The resource center features tools to help customers manage the claim experience, including access to claim status, a portal for file uploads, secure messaging with a Claim professional and helpful information for navigating the claim process.

## Listening to Our Customers & Partners

At Travelers, we understand the power of listening. To that end, we aim to provide our customers and agent and broker partners with the ability to quickly and easily share feedback on our products, services and interactions. Our Customer Experience teams, which span across all Travelers business lines, regularly monitor and analyze that data to respond to customer and agent concerns while using root cause analysis to improve our processes. Our goals are to ensure that we understand our stakeholders from the start and that we use the valuable feedback we receive to develop the products and services that our customers want and need.

We strive to expand our ability to receive and act upon customer feedback, including through the use of “after call,” “chat,” and “after transaction” surveys; feedback buttons or active surveys on our digital properties; and deep quantitative research and in-depth interviews with our customers, agent and broker partners and employees. In total, we had more than 2.1 million feedback-related interactions with customers across all of these channels in 2024. We use the extensive feedback we receive to understand what is working and what we should improve upon – all in service of our relentless pursuit of continually improving our products and services.

Here are some additional ways in which we advance our goal of listening to our customers and agent and broker partners:

- **24/7 Customer Advocacy.** With one of the most comprehensive suites of commercial and personal product offerings in the marketplace and more than 30,000 employees, it could be difficult to reach the right person at the right time. To make it easier, our Customer Advocacy team of trained specialists is available 24/7 to help our customers, agents and brokers navigate to the right person at Travelers. Customers can find the Customer Advocacy telephone number and email address by clicking on the “Contact Us” button on the homepage of Travelers.com. In 2024, we responded to more than 94,000 customer inquiries.
- **Social Media Response Capabilities.** Many of today's customers prefer to interact through social media. To address this trend, we have established a social media scanning and response capability to quickly respond to customer inquiries through social media. Any time a customer posts on a Travelers social media property or tags Travelers in a post on their social media property, we have a process to quickly review and direct that comment to the right business partner to determine if a response is needed. In 2024, we addressed more than 24,000 social media posts with these capabilities, and 80% of our customers' service-related social media posts received an initial response within 45 minutes.

Ultimately, by listening to our customers, using advanced analytics and data science tools to better understand their needs and leveraging data from third parties – such as J.D. Power, Forrester and NICE Satmetrix – we can monitor our customers’ needs and evolve our processes and strategies to align more closely with the perspectives of our customers, agents and brokers.

## Supporting Our Agents & Brokers

Our partnerships with our agents and brokers are a key competitive advantage for us and an important driver of our long-term success. We aim to be their indispensable partner; together, we deliver on our promise to be there for our shared customers.

To best support our agents and brokers, we continually enhance and evolve our digital marketing and sales tools, which enable our partners to better identify and capture new business opportunities. We provide our agents and brokers with customizable social media, marketing and customer–relationship resources, allowing them to engage more effectively with their target markets and local communities.

In addition, we support our agents and brokers as they face global challenges such as cybersecurity, inflation and marketplace conditions. For example, across all business lines, Travelers has implemented multifactor authentication with our agent and broker partners to help protect our customers, our company and each other from cybercrimes such as ransomware attacks, fraudulent sign-ins and other potential security breaches.

Some of the other ways we support our agent and broker partners are described below.

### Personal Insurance

In 2024, Personal Insurance made significant investments to deliver industry-leading products, services and digital tools designed to help agents attract and retain customers and succeed in a dynamic market. Here are some key highlights:

- **Quantum Boat 2.0<sup>SM</sup>**. This enhanced boat product, available in 29 states as of December 2024, offers an improved quote and issue experience, making it easier for agents to deliver competitive options to their customers, faster.
- **IntelliDrive<sup>®</sup>**. We continue to enhance this innovative telematics offering, allowing agents to offer customers a program that rewards safe driving behaviors with savings, while riskier driving behaviors may result in higher premiums.
- **Support with Customer Conversations**. To support agents in handling customer premium increase discussions, we updated our Auto and Home Marketplace Guides and continued to offer the Renewal Premium Compare Tool. The Renewal Premium Compare Tool outlines the factors driving individual customer premium increases, helping agents provide clear and detailed explanations.
- **Educational Resources**. In 2024, we continued to develop new educational resources to assist agents in offering coverage options that best fit individual customer needs, including our Roof and Policy Deductible Guides. We also offer READY, SET, PIVOT<sup>SM</sup>, a virtual program designed to prepare agents for the future of insurance. In 2024, we evolved the program to include sessions focused on advancing digital capabilities, navigating marketplace conditions and capitalizing on consumer trends. We also held our annual in-person Travelers Agent Leadership Program, where agents engaged with their peers and Travelers leadership to discuss emerging sales opportunities within the current business environment. Both programs focus on helping agents learn new best practices and skills to increase sales, improve retention and enhance customer interaction by leveraging hundreds of digital marketing resources available through Travelers’ [toolkitPlus](#).

## Business Insurance

In Business Insurance, we continue to digitize and streamline the transaction life cycle so we can meet – and ultimately exceed – expectations and improve the overall experience for agents, brokers and customers.

We provide business insurance products to agents and brokers through our dedicated online portal “For Agents” and directly through multiple agency management systems (AMSs). We have also deployed an industry-leading collection of application programming interfaces (APIs) that connect our platforms directly into virtually every major AMS and distribution platform in the marketplace.

For larger brokers, we’re connecting directly to the desktops of their producers, allowing them to send us account data in real time. We also continue to invest in our risk information management services capabilities, such as [e-CARMA®](#), a key differentiator for our larger broker partners. For middle market customers who typically have more complex insurance requirements, we have updated our APIs so that agents and brokers can digitally send multiline submissions through their own internal systems. For smaller commercial customers, we have updated our APIs to return indications or fully bindable quotes for both Business Owner Package and Workers Compensation policies. Finally, Travis®, our proprietary quoting platform, continues to roll out and significantly reduce the time for agents to quote and issue policies.

## Bond & Specialty Insurance

In Bond & Specialty Insurance, we continue to improve the agent experience by enhancing the convenience, connectivity and responsiveness of our digital solutions for Surety & Management Liability. We are leveraging our significant data advantage to improve time to market and deliver enhanced risk management content for our distribution partners and customers.

## Educational Programming for Agents & Brokers

Travelers Institute® educational programming also offers unique value to our network of more than 12,700 agent and broker partners, providing a distinguished thought leadership platform. Spanning 15 years and nearly 1,200 events and speaking engagements, the Travelers Institute has collaborated with agents and brokers, enhancing these relationships while providing education and risk mitigation strategies to thousands of consumers. As an example, the Travelers Institute offers presentations on the economic outlook and political landscape at agent conferences and events and provides educational content for agents and brokers to share with clients.

Other Travelers Institute programming leverages our agents’ knowledge of how issues such as cybersecurity, distracted driving and natural disasters directly affect families, businesses and communities. Agencies and agent associations regularly co-host programs with the Travelers Institute, invite customers and provide expert speakers, showcasing their risk management expertise and reinforcing their value as trusted advisors for critical insurance decisions. Throughout 2024, the Travelers Institute offered continuing education (CE) credits to agents and brokers who attended cybersecurity education symposia. In total, 166 agents and brokers across eight states and the District of Columbia received CE credit, a valuable step in renewing their insurance license.

The Travelers Institute also fosters relationships with the company’s agent and broker partners and provides educational programming through its [Wednesdays with Woodward®](#) webinar series. The series explores personal and professional issues impacting our agents, our brokers, our customers, our employees and the communities we serve. Through the end of 2024, 136 programs have been held, with topics including telematics-based insurance programs, cross-sector efforts to fight cybercrime and mental well-being in the workplace, among many others.

Notably, in 2024, the Travelers Institute hosted the webinar [Mastering Market Shifts: What Independent Insurance Professionals Need to Know](#), which featured a discussion with Charles Symington, President and CEO of the Independent Insurance Agents & Brokers of America (The Big “I”), who discussed new findings from the Agency Universe Study, a comprehensive look at the independent agency system.



Additional programs explored distribution and agency trends for personal insurance and commercial insurance. These included the following webinars:

- [Employment Practices Liability Explained: What You Need to Know](#)
- [Future-Focused: Strategies for Engaging Emerging Talent](#)
- [The Road Ahead: Personal Insurance Market Trends](#)

Travelers Institute programs are a great example of how our efforts to strengthen our communities also enhance our relationships with our agent and broker partners and drive our bottom line. In 2024, 94% of agents and brokers who responded to post-program surveys reported that the content was “very” or “extremely” valuable to them, while their comments often highlighted that these programs are shared with their teams.

## Customer Experience

Human-Centered Design

Claim Culture &amp; Experience

Listening to Our Customers &amp; Partners

Supporting Our Agents &amp; Brokers

Illustrative Initiatives

## Illustrative Initiatives



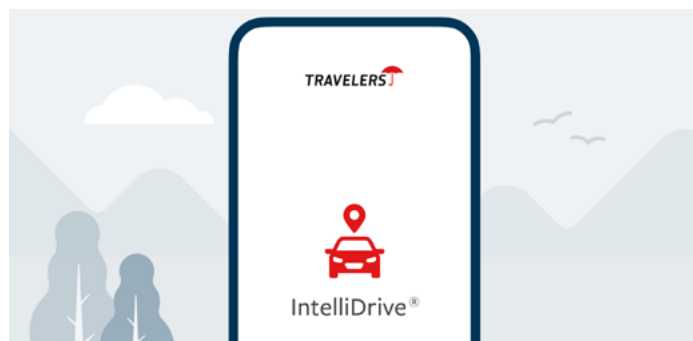
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[Simplifying the Customer Experience](#)

TOOLKITPLUS

[Adding Value for Agents and Brokers](#)

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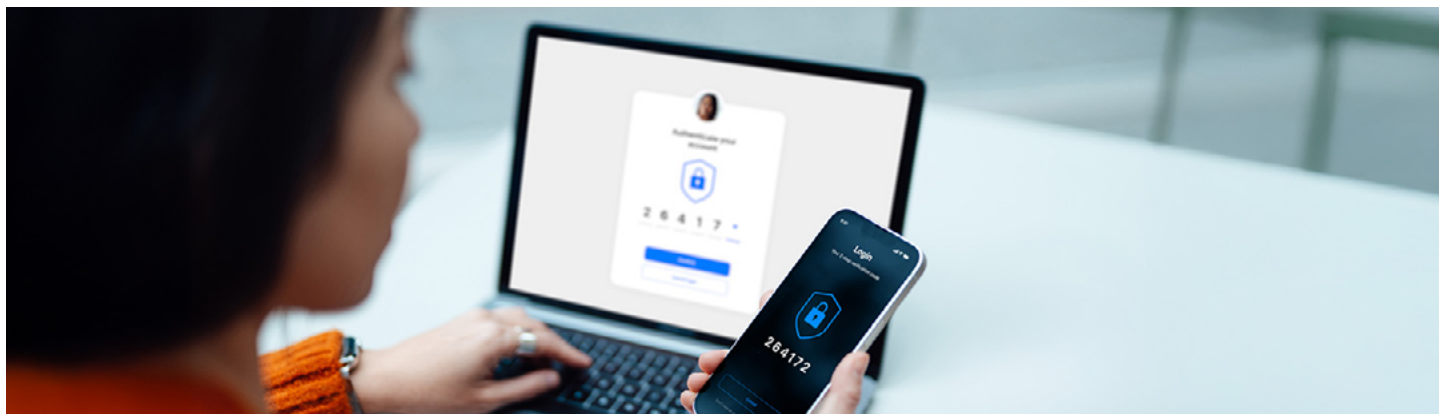
WEDNESDAYS WITH WOODWARD® WEBINAR SERIES

[Thought Leadership Programming](#)

WILDFIRE DEFENSE SERVICES

[Protecting Our Customers from Increased Wildfire Risk](#)

# Data Privacy & Cybersecurity



As technology becomes more complex and sophisticated, so do the cyber risks that businesses and organizations face. At Travelers, we strive to protect the information about the people and property we insure. Our understanding of these cyber threats also enables us to provide innovative cyber solutions for our customers.

## Highlight

~30

Number of years Travelers has been providing cyber-related insurance coverage

## Approach

Our Chief Information Security Officer (CISO) leads the Travelers Cybersecurity department. The CISO reports to the Chief Technology & Operations Officer and is a member of the company's Enterprise Risk team and the Disclosure Committee. Under the direction of the CISO, the Travelers Cybersecurity department analyzes cybersecurity and resiliency risks to our business, considers industry trends and implements controls, as appropriate, to mitigate these risks. This analysis drives our long- and short-term strategies, which are executed through a collaborative effort within Technology, Cybersecurity and Business Resiliency and are communicated to the Risk Committee of the Board of Directors on a regular basis.

In addition to managing our own cyber exposure, we recognize the valuable services we can provide to our customers in light of the mounting cyber risks they are facing. We offer cyber liability insurance, which provides a combination of coverage options to help protect our customers' businesses.

## Board Oversight

Our CISO typically provides quarterly updates regarding cybersecurity and cyber risk to Travelers executive management and the Risk Committee of the Board. The Risk Committee of the Board, consistent with its [charter](#), reviews and discusses with management the strategies, processes and controls pertaining to the management of our information technology operations, including cyber risks and information security.

## Cybersecurity

We have implemented technologies and tools to evaluate our cybersecurity protections and maintain a cyber risk management strategy related to our technology infrastructure that includes monitoring emerging cybersecurity threats and assessing appropriate responsive measures.

### Policy & Governance

Travelers maintains cybersecurity policies and standards that align with the International Organization for Standardization (ISO) 27001 standard and the National Institute of Standards and Technology (NIST) Cybersecurity Framework. Our cybersecurity policies and standards have been developed in collaboration with groups across the enterprise, such as Legal, Compliance, Technology and each of our business segments. Our policies include, for example, Information and System Use policies for employee and non-employee system users. These policies reinforce the data privacy and protection sections of our [Code of Business Conduct and Ethics](#).

We perform an annual cybersecurity risk and control assessment as part of the Enterprise Risk Management team's risk assessment processes. Our CISO and the Chief Financial Officer of the company's Technology group review and approve the cybersecurity assessment. Our Chief Technology & Operations Officer reviews and approves the list of emerging, strategic and transformative risks upon which the Enterprise Risk Management team's cybersecurity risk and control assessment processes are based. In addition, as part of their regular responsibilities, our Governance, Risk and Compliance officers within the Technology and Cybersecurity groups assess technology and cybersecurity risks by leveraging our risk framework related to technology and cybersecurity, which aligns with our enterprise risk management strategy.

On an annual basis, under the direction of our Chief Risk Officer, the company's Technology, Cybersecurity and Business Resiliency groups also participate in the enterprisewide Own Risk and Solvency Assessment ("ORSA"), which outlines identified risks and describes the controls in place across the company to address those risks. The ORSA is reviewed with our lead regulator, the State of Connecticut Department of Insurance, which in turn performs periodic financial examinations, including a technology control assessment.

### Technology

Travelers uses certain technologies and tools, as appropriate, to enhance cybersecurity, such as multifactor authentication, encryption, firewalls, intrusion detection and prevention systems, endpoint detection and response, vulnerability scanning, penetration testing, patch management, and identity and access management systems. These systems are designed, implemented and maintained with the goal of identifying, assessing and managing cybersecurity risks.

In addition, our CISO and Cybersecurity team are actively engaged within the cybersecurity community in order to monitor emerging trends and developments and share best practices for identifying and mitigating cyber threats. For example, we participate in threat intelligence information-sharing networks, such as the Financial Services Information Sharing and Analysis Center (FS-ISAC). We also track industry and government intelligence sources for information about evolving cyber threats and deploy updates to our systems, as appropriate. Additionally, the company's Cybersecurity team monitors and investigates suspicious events.

As the workforce, the work environment and the threat landscape continue to evolve, Travelers seeks to evaluate related risks and implement appropriate controls.

## Training & Awareness

To help manage risk related to potential cybersecurity threats, as part of our annual Code of Business Conduct and Ethics training, all Travelers employees receive data protection and privacy training, which focuses on the need to appropriately protect and secure confidential company information. Additionally, we provide annual security awareness training that covers a broad range of security topics. We also provide regular targeted training on topics such as AI-related risks, phishing and secure application development, among others. In addition to online training, we provide employees with cybersecurity information through a number of different methods, including awareness campaigns, gamified activities, recognition programs, security presentations, intranet articles, videos, system-generated communications, email publications and various simulation exercises.

## Third-Party Relationships

As part of our supplier risk management program, using a risk-based approach, the Cybersecurity team conducts formal risk assessments with respect to certain of our third-party service providers. The assessment process addresses aspects of the service providers' data security controls and policies. The team also conducts reassessments of its third-party service providers, the frequency of which is determined based on a risk assessment and rating process.

Where appropriate, Travelers seeks to incorporate contractual language with third-party service providers that includes clear terms involving the collection, use, sharing and retention of user data, as well as compliance with appropriate security terms.

Additionally, our Procurement group has a framework to help identify and mitigate supplier risks, as well as enable management to make risk informed decisions.

## Incident Response

Travelers has a Security Incident Response Framework (Framework) in place. The Framework comprises a set of coordinated procedures and tasks that the Travelers Incident Response team, under the direction of the CISO, executes with the goal of ensuring timely and effective resolution of cybersecurity incidents. To maintain the robustness of the Framework, Travelers conducts cybersecurity tabletop testing exercises from time to time.

## Compliance

Travelers performs regular self-assessments against our internal policies, using our internal risk assessment process and a variety of frameworks, such as the New York Department of Financial Services Cybersecurity Requirements for Financial Services Companies, the Insurance Data Security Model Law as adopted and modified by various states and the Payment Card Industry Data Security Standard. In addition to our internal cybersecurity team, we use internal and external auditors and, as appropriate, third-party consultants, service providers and assessors to review and test the company's processes. For example, on an annual basis, Travelers undergoes an SSAE 18 SOC 2 (Statement on Standards for Attestation Engagements No. 18 Service Organization Control 2 report) examination conducted by an independent external firm.

Additional information regarding privacy and security at Travelers, including our Privacy Statements, is available on the [Privacy & Security section](#) of our corporate website.

## Data Privacy

Protecting our customers' data and safeguarding customer privacy are essential parts of the Travelers Promise. We evaluate data from many sources, including from our individual or business customers themselves, third-party service providers and public sources. In addition to guiding our risk selection and pricing, this data is leveraged to run sophisticated predictive claim models, which improve claim outcomes for our customers and efficiency for our business.

Key aspects of our data privacy program include the following:

- We endeavor to comply with all applicable privacy regulations, including but not limited to the [California Consumer Privacy Act](#).
- We will not give or sell personal information to non-affiliated third parties for their marketing purposes without permission.
- We maintain safeguards designed to help prevent unauthorized use, access and disclosure of personal information. For example, we limit access to personal information and require those who have access to use it only for legitimate business purposes.

Core privacy principles guide the actions we take when collecting and using personal information, including the following:

- **Notice.** We give notice to individuals about the purposes for which Travelers collects, processes, stores and discloses personal information.
- **Collection and Use.** Travelers thoughtfully considers information collection practices and strives to limit collection to only information that is relevant and reasonably necessary to accomplish Travelers' intended purposes. Travelers uses the personal information collected directly from insureds only for purposes consistent with the context of the transaction and/or with consent.
- **Access and Correction.** Personal insurance customers may request access to, and correction of, personal information about them held by Travelers, and Travelers will honor those requests consistent with applicable law.
- **Disclosure.** Travelers takes steps designed to ensure that personal information is only disclosed to third parties for legitimate business reasons.
- **Cross-Border Transfers of Data.** Travelers takes steps designed to ensure that any transfer of personal information across country borders is made in accordance with the local laws of the country from which the personal information is being transferred and the country to which the personal information is being transferred.
- **Retention and Destruction.** Travelers maintains policies relating to record management, including record retention schedules and purge and deletion procedures. When personal information is disposed, we employ secure methods, which are designed to make the personal information unreadable and unreconstructable (such as shredding or degaussing).
- **Information Quality and Integrity.** Travelers takes reasonable steps designed to ensure that the personal information it uses is accurate, relevant, complete and up to date for the purposes for which it is intended to be used.
- **Security.** Travelers understands that cybersecurity is essential for protecting personal information and employs appropriate physical, technical and administrative measures to safeguard and secure personal information. In the event the security of certain personal information has been compromised, Travelers has a formal process to manage and mitigate any associated risks and notify individuals when required or appropriate.
- **Training and Awareness.** Travelers provides appropriate training to all individuals with access to personal information.

For additional information regarding how we collect, use, share and protect personal information, see the [Privacy & Security](#) section of our corporate website.



## Cyber Product Offerings

In our [2024 Travelers Risk Index](#) survey, cyber reclaimed the number one spot among business concerns. Notably, the number of respondents worried about cyber risks is now at the highest level in the 11-year history of the survey. Many of the respondents believe that having proper cybersecurity controls in place is critical, yet they have neither implemented best practices, such as using multifactor authentication for remote access or having an incident response (IR) plan, nor secured cyber insurance.

Now more than ever, businesses and organizations of all sizes need to prepare with both cyber insurance and an effective cybersecurity plan to manage and mitigate cyber risk. Travelers understands the complexity of cyber threats and continues to proactively address cyber concerns. We provide policyholders with cyber protection – before, during and after a cyber breach or incident.

The cost of dealing with a cyber event goes beyond repairing databases, strengthening security procedures or replacing lost laptops. Companies may face liability if their customers' personally identifiable information or protected health information is compromised. Regulations requiring notification of affected customers also drive costs for companies that have experienced a data breach compromising personal or confidential data. There is also a cost involved with the efforts needed to defend the company's reputation, as well as with the retention of skilled computer forensics teams to determine the extent of the breach. We have a number of different coverages available and work with our customers and our agent and broker partners to tailor the coverages to the specific risks our customers face.

Because we are committed to helping businesses manage and mitigate cyber risks, our cyber product offerings go beyond just insurance coverage. We offer our cyber liability policyholders educational tools, risk management resources and pre- and post-breach services. Additionally, our cyber team can help identify the best cyber liability insurance solution to provide business customers with access to a robust collection of specialized cyber risk management resources. These tools help our agents and policyholders become more knowledgeable and informed about cyber threats and how to prepare for and respond to them.

Differentiators of our cyber insurance program include the following:

- Travelers has been providing cyber-related insurance coverage for nearly 30 years and offers robust risk management services to help policyholders mitigate their cyber exposures.
- Travelers understands the importance of helping organizations work through an incident, from recovering after a breach to managing expenses associated with a cyber event.
- Our Chief Information Security Officer meets regularly with the Cyber Insurance team to engage in sharing and collaboration within the Travelers enterprise.
- In the most recent National Association of Insurance Commissioners Report on the Cyber Insurance Market, Travelers was listed as one of the top five cybersecurity insurance carriers based on direct premiums written.<sup>1</sup>

Visit the [Cyber Insurance](#) section of our corporate website or the [Innovation](#) section of this website for more information on our cyber products and services.

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<sup>1</sup> [Report on the Cyber Insurance Market, October 2024.](#)

## Illustrative Initiatives



2024 TRAVELERS RISK INDEX

[Understanding the Growing Concern over Cyber Risks](#)



CYBERSECURITY

[Cybersecurity Awareness Month](#)



TRAVELERS INSTITUTE®

[Cyber: Prepare, Prevent, Mitigate, Restore®](#)

**Disaster Preparedness  
& Response**Partner in  
PreparednessLeading Analytical Capabilities  
in Disaster ResponseDedicated Catastrophe  
Response ResourcesCustomer  
OutcomesIllustrative  
Initiatives

# Disaster Preparedness & Response



Severe weather events and other disasters are part of our business. We take a holistic approach to managing our company's exposure to disasters and to helping our customers prepare for, respond to and recover from catastrophic events. In addition, we play an active role in trying to influence the public policy agenda with regard to resiliency, sustainability and adaptation.

**Highlight****>137,000**

Catastrophe notices of loss responded to in 2024

## Approach

While our Risk Control department focuses on helping our customers understand and mitigate their risks, our Claim Catastrophe Response team takes the lead on customer interactions should a disaster or severe weather event occur. Our Claim Catastrophe Response team coordinates closely with multiple business units and functions across the organization, including Underwriting, Legal and Communications, to respond to our customers' needs in a quick, efficient and compassionate manner. That is a core part of the Travelers Promise to take care of the people we are privileged to serve.

Our promise to help customers in the face of disasters begins well before a catastrophe hits. We partner with our customers and communities to help ensure they are prepared for a disaster, and we employ leading-edge data and analytics capabilities to help predict extreme events. In the event of a catastrophe, we leverage innovative technologies, the power of our data and analytics, and our more than 30,000 in-house employees to provide the best possible outcomes for our affected customers.

# Partner in Preparedness

We offer a range of resources that help our customers and the public prepare for disasters:

- **Business Continuity Planning.** Our network of more than 600 [Risk Control](#) professionals and our self-service website for Business Insurance customers provide a comprehensive set of [business continuity planning resources](#) to help customers understand their unique risks. We work to help businesses of all types prepare for disasters and other disruptions to their operations and [supply chains](#).
- **Prepare & Prevent Resources.** Through the [Prepare & Prevent](#) page of our corporate website, we provide customers, agents and brokers, and the general public with extensive educational resources to help them plan for, stay safe during and recover from natural disasters of all types.
- **Education and Advocacy.** The [Travelers Institute](#), our public policy division, helps further educate the public and advocate with policymakers on the benefits of [disaster preparedness](#) and [resilient communities](#).
- **Building Resilient Communities.** Through charitable partnerships, including with organizations such as Habitat for Humanity®, Travelers and the Travelers Foundation support [building strong communities](#).
- **Wildfire Defense.** In 2019, we launched a [Wildfire Defense Services Endorsement](#) for California home and landlord policies with fire coverage. From 2020 to 2022, we extended this offering to all Small Commercial customers in California, home and landlord customers in Colorado, and farm and ranch customers in 12 Western states. This endorsement is included at no additional cost to the policyholder. Travelers works with Wildfire Defense Systems, a private firm that specializes in wildfire intervention, which uses proprietary forecasting and threat analysis to identify which Travelers customers are likely to be impacted by a wildfire. For at-risk properties, Wildfire Defense Systems provides loss intervention services, such as reducing potential fuel sources, taping vents and applying fire retardants.
- **Catastrophe Communications.** The Travelers Risk Control department partners with Personal Insurance, Business Insurance and the Claim department to develop and distribute catastrophe communications via email and social media before and after disaster events. Once again, in 2024, we provided our customers and agents with actionable guidance before an event and/or informed them of steps they can take after an event to help mitigate damage, file a claim and begin the process of recovery.

**Disaster Preparedness & Response**

Partner in Preparedness

**Leading Analytical Capabilities in Disaster Response**

Dedicated Catastrophe Response Resources

Customer Outcomes

Illustrative Initiatives

## Leading Analytical Capabilities in Disaster Response

As part of our efforts to respond to our customers' needs in a quick, efficient and compassionate manner after a disaster or extreme weather event, we seek to further develop and leverage our leading analytical capabilities. We have built a proprietary approach to assembling data that lets us assess severe storms, such as the precise size of hail forming in a storm cell, to understand the footprint of an event, how many customers may be affected and the probable severity of the losses. In addition to catastrophe (CAT) modeling, our approach uses geospatial capabilities, which integrate event overlays that aggregate millions of data points from weather services, our weather models, and ultra-high-resolution aerial imagery on policy and claim locations. Our sophisticated workforce management platform leverages our geospatial insights to inform workforce deployment and Claim response decisions before, during and after a catastrophe event in order to engage the right resources and technical expertise and begin deployment efforts before claims are even reported. All of that helps us to get the right people to the right place faster than ever before.

We continue to innovate and enhance our analytical capabilities, enabling us to fulfill our promise to take care of our customers in the event of a natural disaster. Our recent innovations include:

- **Combining Aerial Imaging and AI Learning to Detect Wildfire and Wind Losses.** Our geospatial platforms use photographic images taken from aircraft equipped with market-leading aerial capture systems. Pre-loss imagery is collected continually for virtually all of our insured locations. This “blue-sky” imagery can be compared to post-event (“gray-sky”) imagery to assist us in detecting and evaluating loss. In 2024, we collected post-event imagery covering approximately 52,000 square miles in connection with 16 separate events. Leveraging the post-event imagery of damaged and undamaged homes, we use industry-leading AI and machine learning to quickly assess the damage sustained, which helps inform our operational response. The Travelers Wildfire Loss Detector tool helps us assess which properties are total losses after a wildfire event, while the Travelers Wind Damage Detector tool allows us to evaluate the severity of damage sustained in wind events. With these powerful tools, we can more quickly identify customers with the most significant damage so we can begin the claim process – often before we have access to the area – thereby allowing our customers to begin recovering and rebuilding their properties sooner. In 2023, we enhanced our agent and broker portal to include these tools so our distribution partners can better assist customers after a disaster as well. [This video](#) provides more detail on our geospatial capabilities.
- **Using Smartphones for Quicker, Safer Claim Inspections.** Thanks to innovative virtual inspection and measurement technology, we are able to transform smartphone photos of a property into a precise 3D model so that our Claim professionals can more quickly and accurately inspect and estimate property damage. We are often able to evaluate the damage with information our policyholders provide to us, without having to schedule an on-site inspection. We use similar technology to virtually handle auto losses after large CAT events where thousands of cars may be damaged. With the help of these cutting-edge technologies, we are creating a faster and easier claim process for our customers and a safer environment for our employees.

Where possible, we also gather data from controlled tests to improve prevention and preparation. For example, Travelers supports the Insurance Institute for Business & Home Safety (IBHS), which has a one-of-a-kind controlled research facility that can generate hurricane-force winds, hail, and wind-driven rain and embers. The studies conducted in this facility allow IBHS and supporting members such as Travelers to study the impacts of weather events in real-world scenarios; they also allow us to analyze the results to better respond to events and protect our customers and their assets. For more information on IBHS and the ongoing work Travelers supports, see our illustrative initiative regarding [IBHS](#).

<b>Disaster Preparedness &amp; Response</b>	Partner in Preparedness	Leading Analytical Capabilities in Disaster Response	<b>Dedicated Catastrophe Response Resources</b>	Customer Outcomes	Illustrative Initiatives
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# Dedicated Catastrophe Response Resources

Our sustained investment in innovative catastrophe response strategies sets Travelers apart from our peers. We handle customer claims, including all catastrophe (CAT) claims, with specially trained Travelers employees; we do not generally contract CAT claims to third-party adjusters. We employ more than 400 response specialists across North America, who are prepared to deploy on 24 hours’ notice. [This short video](#) illustrates the work of our CAT response professionals. Operational and logistical support specialists at the National Catastrophe Center support this CAT team, which also partners closely with our more than 2,000 property Claim professionals to respond to losses promptly, efficiently and compassionately.

In 2024, there were 27 weather disasters, each of which resulted in a total economic impact that exceeded \$1 billion,<sup>1</sup> in addition to the many smaller events that impacted our customers. In total, we responded to 74 CAT events and adjusted nearly all of the related claims with our own employees (i.e., without the need for outside adjusters). Our in-house claim capability allowed us to quickly implement procedures to handle claims virtually when possible, and in person when needed, with a consistently high standard of customer service. This capability is a competitive advantage that results in a better outcome for our customers and a more efficient outcome for us.

We leverage our Loss Consultation team – the first such team in the industry – in support of customers impacted by catastrophe events. Our Loss Consultation team consists of Property and Auto coverage experts, who are available seven days a week to give our customers and agents the information they need to make an informed decision regarding whether to file a claim. In some cases, they can also immediately process the claim after confirming coverage.

Our sophisticated workforce management programs help us quickly organize, triage and deploy Claim professionals with the right expertise to the affected area. We leverage the power of our more than 30,000 employees to support our response efforts in the event of a large catastrophe. We continue to make significant investments in [training our Claim staff](#) and cross-train thousands of employees to handle lower-severity catastrophe claims. This allows our catastrophe and property claim experts to focus on high-severity claims without sacrificing quality. In 2024, our Claim professionals completed more than 130,000 hours of property claim training.

Our team follows a catastrophe playbook that includes resource deployment and communication to our customers throughout our process. Our Claim department regularly conducts tabletop exercises to test our readiness to respond to different disaster scenarios, including storms, wildfires, earthquakes, cyberattacks and man-made events. The purpose of these exercises is to evaluate and improve our response to events, identify any gaps in resources and implement a coordinated recovery strategy that prioritizes resources required for the response.

Our [National Catastrophe Center](#), staffed by more than 100 full-time Catastrophe Management professionals, allows us to plan and coordinate response activities in a secure environment away from the disaster area – before, during and after an event. Our technical experts monitor weather 24/7 and overlay patterns with claim trends and our customers’ locations. This approach enables us to identify potential events early and to transform information quickly into action. Additionally, our “command center” is equipped with state-of-the-art data management, visualization and teleconferencing tools and is linked to hundreds of data sources, including the Global Forecast System, the National Weather Service Doppler radar network, Travelers Customer Service Centers and our internal systems that track claim metrics and staff resource availability. These capabilities provide us with the ability to deploy resources effectively and on a timely basis, which, in turn, allows us to better assist our customers and to respond to and resolve claims more quickly.

For more information about how we help our customers and agents manage catastrophic weather events, see our [Travelers Emergency Response video](#).

<sup>1</sup> Based on 2024 data from the National Oceanic and Atmospheric Administration.



Disaster Preparedness & Response	Partner in Preparedness	Leading Analytical Capabilities in Disaster Response	Dedicated Catastrophe Response Resources	Customer Outcomes	Illustrative Initiatives
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## Customer Outcomes

Overall, our catastrophe (CAT) response approach enables Travelers to respond quickly, effectively and compassionately – and with integrity – when our customers need us most. Despite the added logistical difficulties inherent in CAT response, our CAT claim performance consistently meets or exceeds our internal benchmarks for claim handling. This remained the case in 2024, when we continued to successfully respond to an unprecedented number of CAT events. In 2024:

- 90% of property CAT claims were resolved within 30 days of receipt of the claim notice.
- 84% of CAT claims were paid within a week of inspection.
- 61% of CAT claims were paid the same day as inspection.<sup>1</sup>

These results were particularly remarkable given that we responded to 74 CAT events and more than 137,000 CAT notices of loss in 2024. In addition to benefiting our [customers](#), our ability to quickly adjust claims plays an important role in helping our communities in their recovery efforts. Responding to CAT events is core to our business, and we are committed to delivering on the promise that we make with every policy we write.

<sup>1</sup> Based on Travelers catastrophe claim data from property claims, 2024.

**Disaster Preparedness  
& Response**Partner in  
PreparednessLeading Analytical Capabilities  
in Disaster ResponseDedicated Catastrophe  
Response ResourcesCustomer  
Outcomes**Illustrative  
Initiatives**

## Illustrative Initiatives



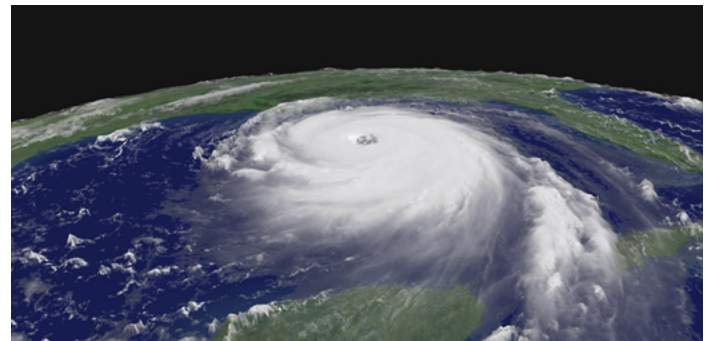
NATIONAL CATASTROPHE CENTER

[Catastrophe Planning and Response](#)

TRAVELERS FORTIFIES COMMUNITIES

[Building Strong, Resilient Communities](#)

WILDFIRE DEFENSE SERVICES

[Protecting Our Customers from Increased  
Wildfire Risk](#)

IBHS SPONSORSHIP

[Supporting Research in Severe Weather  
Readiness and Response](#)

TRAVELERS INSTITUTE®

[Thought Leadership on Disaster  
Preparedness](#)

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| Diversity & Inclusion

# Diversity & Inclusion



We value the unique abilities and talents each individual brings to our organization and recognize that we benefit in numerous ways from our differences. We share a commitment to embracing the power of our differences to continue to build an inclusive culture where voices are heard and experiences are valued. Our diverse perspectives help fuel innovation, connect us with our communities and foster a greater sense of belonging.

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## Highlight

**~40%**

of our employees are members of one or more of our Diversity Networks

At Travelers, we recognize that we must maintain our talent advantage by attracting and retaining the best employees. Our diversity and inclusion efforts draw on our merit-based culture of excellence – deploying industry-leading human capital management practices to hire, develop and support the very best talent from all backgrounds, geographies and experiences.

For more information about diversity and inclusion at Travelers, see the [Diversity](#) page of our corporate website.

# Eco-Efficient Operations



At Travelers, we look for cost-effective ways to minimize our impact on the environment, which can also reduce our operating expenses, without compromising on our promise to customers, communities and employees.

## Highlight

55%

Reduction in the company's Scope 1 and 2 emissions for owned operations since 2011

## Approach

As an insurer, most of our Scope 1 and 2 greenhouse gas (GHG) emissions are from office activity and mobile combustion (e.g., company vehicles). While we strive to reduce our emissions, our primary climate-related risks and opportunities relate to our property insurance business and claim service, which we cover in the [Climate Strategy](#), [Disaster Preparedness & Response](#) and [Public Policy](#) sections of this site.

Our Chief Administrative Officer, a member of the company's Management and Operating Committees, oversees the Corporate Services team. This team regularly monitors and analyzes our operations and facilities to identify ways for us to operate more efficiently, reduce our environmental impact and lower our operating expenses. We prioritize projects based on their expected financial impact; our efforts to reduce our energy consumption and waste not only reduce our environmental impact but also lower our operating expenses. Our [GHG Inventory & Goals](#) page summarizes our progress to reduce direct and indirect GHG emissions and references our goal of becoming carbon neutral across our owned operations by 2030.<sup>1</sup>

While the pandemic resulted in decreased in-office activity, mobile combustion and business travel, these activities have largely returned to more normal levels, and we continue to work actively on reducing our environmental impact. Our [open workspace environment](#) reduces our footprint and incorporates enhanced technology, including remote collaboration tools and video-enabled conference rooms, to reduce nonessential business travel. In addition, we provide incentives to our employees to use mass transit alternatives and offer parking incentives for carpoolers.

<sup>1</sup> Refers to Scope 1 and Scope 2 GHG emissions from owned operations. Owned operations do not include real estate holdings for investment purposes.



In 2019, we also began to reduce our environmental impact by encouraging our personal insurance customers to convert to paperless billing. We committed to fund the planting or conservation of one tree for every paperless billing conversion in Personal Insurance. As of 2024, we have funded the planting or conservation of more than 5 million trees across 18 U.S. states and Canada through our [partnership with American Forests](#) and the U.S. chapter of 1t.org. Our current commitment is to fund the planting or conservation of up to 10 million trees by 2030. This initiative is just one example of our commitment to aggressively seek ways to create shared value – in other words, ways to simultaneously protect our environment, create a streamlined experience for our customers and increase shareholder value.

## Environmental Policy & Management System

As outlined in our [Code of Business Conduct and Ethics](#), it is the company's policy to comply with all applicable laws, rules and regulations; this includes all relevant environmental regulations. The [Travelers Environmental Policy](#) outlines some of the steps we take to operate more efficiently and in an environmentally conscious manner, including:

- Reviewing our equipment and technology and installing more efficient versions when appropriate.
- Conducting assessments with utility providers to better understand and manage our energy usage.
- Monitoring waste output to ensure we recycle as much as possible.

In addition, the majority of Travelers-owned campuses are ENERGY STAR® certified, which means that we are in the top quartile in terms of energy performance standards and undergo an annual recertification process.

Travelers continues to analyze the company's operational impacts on the environment and works to minimize negative impacts. We utilize an environmental management system that regularly reviews our operations to measure our impacts and to identify opportunities that increase efficiency and reduce costs. Some of the key elements of our environmental management system include:

- Periodic review of facilities.
- Evaluating emerging technologies, such as alternative energy, and their potential use in our facilities.
- Partnering with power and other utility providers to review our operations and, when available, leveraging their incentive programs to help fund our improvements.
- Evaluating potential changes to energy regulations that may impact our costs and operations.
- Using technology to fine-tune operational parameters.
- Minimizing and recycling as much waste as possible.
- Evaluating how to be more efficient in space utilization, which has led to the introduction of an [open workspace environment](#) that is designed to increase operational efficiency and decrease our need for office space, which will further minimize our impact on the environment.

Our Corporate Real Estate team conducts ongoing facilities assessments at all our owned locations. We also take these assessments into account when developing our capital expenditure plan.

As stated in our [Supplier Code of Conduct](#), we expect our suppliers to comply with applicable environmental laws. Our Procurement team also oversees our comprehensive supplier selection and supply chain management processes, including the review of climate and environmental considerations, where appropriate. After selection, Travelers uses a risk-based approach to monitor news alerts for certain suppliers, which includes monitoring for negative news relating to the supplier's environmental issues and ethical practices.

# GHG Inventory & Goals

Travelers set a goal to reduce the company’s absolute Scope 1 and 2 greenhouse gas (GHG) emissions by 40% by 2020, based on a 2011 base year. By year–end 2020, we exceeded our goal, and as of year–end 2024, we reduced the company’s absolute Scope 1 and 2 emissions by 55%. In April 2021, we made a commitment to become carbon neutral across our owned operations by 2030.<sup>1</sup>

In recent years, we have implemented various emissions reduction initiatives, including:

- **Lighting.** We have renovated our Travelers–owned Hartford area offices and Norcross and Omaha data centers to upgrade our lights to LED. We continue to explore LED lighting upgrades to other owned facilities.
- **Technology Equipment Upgrades.** On a regular basis, we upgrade software and equipment in our data centers to help maximize energy efficiency.
- **Building Fabric Maintenance Program.** We have a comprehensive preventive maintenance and repair program (which includes a focus on windows and roof systems) designed to ensure building integrity and reduce energy loss.
- **Cloud Migration.** We have an enterprise initiative to utilize software as a service (SaaS) and cloud–based solutions that will reduce our dependence on our data centers, which will reduce our carbon footprint, over time.
- **Efficient Fleet Vehicles.** We regularly evaluate our fleet options and plan to continue to transition our fleet to more environmentally efficient vehicles over time.

We have also initiated a solar project at our Claim University location in Connecticut. When completed, the building will be powered almost entirely by solar energy.

The table below outlines our Scope 1, 2 and certain of our Scope 3 (business travel only) emissions data for the most recent three years, which has been [verified by an independent third party](#). In addition, we include data for 2011 since it serves as the base year for the company’s initial GHG emissions reduction goal. We use The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard to calculate our Scope 1 and 2 GHG emissions; we use The Greenhouse Gas Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard to calculate our Scope 3 GHG emissions.

<sup>1</sup> Refers to Scope 1 and Scope 2 GHG emissions from owned operations. Owned operations do not include real estate holdings for investment purposes.



<b>Eco-Efficient Operations</b>		Environmental Policy & Management System	GHG Inventory & Goals	Water & Waste	Illustrative Initiatives
Metric	2024	2023	2022	2011	
<b>Scope 1 GHG Emissions (metric tons CO<sub>2</sub>e)<sup>1</sup></b>	<b>19,069</b>	19,586	17,828	37,436	
<b>Emissions from Mobile Combustion (metric tons CO<sub>2</sub>e)</b>	<b>18,064</b>	18,555	16,686	36,574	
<b>Emissions from Office Activity (metric tons CO<sub>2</sub>e)</b>	<b>1,005</b>	1,031	1,142	862	
<b>Scope 2 GHG Emissions (metric tons CO<sub>2</sub>e)<sup>1,2</sup></b>	<b>18,938</b>	19,049	20,322	47,167	
<b>Total Scope 1 and Scope 2 GHG Emissions (metric tons CO<sub>2</sub>e)<sup>1</sup></b>	<b>38,007</b>	38,635	38,150	84,603	
<b>Total Scope 1 and Scope 2 GHG Emissions per Revenue (metric tons CO<sub>2</sub>e per million USD)<sup>1,2</sup></b>	<b>0.82</b>	0.93	1.03	3.32	
<b>Total Scope 1 and Scope 2 GHG Emissions per Employee (metric tons CO<sub>2</sub>e per person)<sup>1,2</sup></b>	<b>1.12</b>	1.16	1.17	2.77	
<b>Scope 3 Emissions from Business Travel (metric tons CO<sub>2</sub>e)<sup>3</sup></b>	<b>20,210</b>	17,129	10,094	Not Tracked	
<b>Percentage of Electricity from Renewable Sources</b>	<b>29%</b>	24%	23%	Not Tracked	
<b>Percentage of Total Energy from Renewable Sources</b>	<b>8%</b>	7%	7%	Not Tracked	

## Water & Waste

As with energy usage and GHG emissions, we see many opportunities to align our long-term financial interests with responsible water use and waste disposal, creating shared value for our shareholders and the environment. Travelers monitors waste disposal efforts and water usage across the company's operations and has implemented certain practices to help ensure proper waste handling and water use. Specifically, we:

- Employ a third-party vendor to properly recycle and dispose of obsolete IT equipment.
- Shred and recycle paper.
- Installed auto-shutoffs on most faucets.
- Provide water bottle filling stations in the majority of [workspaces](#) to reduce the use and disposal of single-use water bottles.
- Maintain bottle and can recycling programs at owned locations.
- Compost food waste from kitchens in our Hartford campus.
- Use 100% biodegradable/compostable utensils and food containers in the Hartford campus.

We monitor waste at our owned facilities, including single-stream recycling, municipal solid waste and construction/demolition waste. We also monitor water and sewer use, including general water use for restrooms, kitchens and landscape-related irrigation.

With these tracking capabilities, we are able to trend waste/water consumption over time and quantify impacts of building improvements as they relate to creating more environmentally sustainable workplaces.

<sup>1</sup> Scope 1 and Scope 2 GHG emissions from owned operations. Owned operations do not include real estate holdings for investment purposes.

<sup>2</sup> Location-based method.

<sup>3</sup> Includes business air travel and rental cars. The 2023 amount was restated to include an additional 1,367 metric tons of CO<sub>2</sub>e related to business air travel and rental car expenses that were inadvertently omitted in the previous year's report.

**Eco-Efficient Operations**Environmental Policy &  
Management System

GHG Inventory &amp; Goals

Water &amp; Waste

**Illustrative Initiatives**

## Illustrative Initiatives

**GREENING CLAIMS**

### [Monitoring the Environmental Impact of Our Vehicle Usage](#)

**OFFICE RENOVATIONS**

### [Boosting Engagement and Saving Energy](#)

**AMERICAN FOREST PARTNERSHIP**

### [Partnering for a Purpose – Helping to Reforest North America](#)

# Ethics & Responsible Business Practices



At Travelers, so much of our culture is built on trust – the trust we earn from our customers in challenging times and the trust we place in each other every day. That trust is built upon honesty, integrity and accountability – values that serve as the foundation for all that we do. The commitment of our employees, officers and directors to our Code of Business Conduct and Ethics, applicable laws and regulations, and company policies helps to ensure the long-term success of our organization.

## Highlight

24/7

Ethics Helpline availability for employees to report issues or seek guidance

## Approach

Travelers established and maintains a [Code of Business Conduct and Ethics](#), which applies to all of our employees, officers and directors and provides a comprehensive framework for sound ethical business decisions. The Code, which is also available in French for our employees located in Canada, provides principles for each employee to follow when acting on behalf of Travelers and sets forth our expectations on a number of topics, including conflicts of interest, compliance with laws, business ethics and use of corporate assets. Our Chief Ethics and Compliance Officer oversees communication, education and compliance with the Code. We also employ and train Legal, Compliance and Human Resources professionals to help our employees reach the right decision, regardless of the circumstances.

Our ability to achieve our goals of being *the undeniable choice for the customer and an indispensable partner for our agents and brokers* depends on our culture of honesty, integrity and accountability. Our commitment to transparency and integrity starts with our senior leadership. Our Chairman and CEO, Alan Schnitzer, sets the tone, including through regular companywide communications. Here's an excerpt from one of his messages:

## “[L]et me take this opportunity to restate a few important things:

- First, our reputation is our most valuable asset, and each of us has a role to play in protecting our good name. No gain is worth sacrificing our reputation.
- Second, we can never let our drive to deliver industry-leading results cloud our ethical judgment. No outcome is worth unethical behavior.
- Third, the only long-term, sustainable success in business is achieved in partnership with our employees, agents, brokers and customers – never at their expense.
- Fourth, we have the skill and creativity to solve any problem and meet any challenge. But we can only solve problems and meet challenges if we’re honest with ourselves and each other about what those problems and challenges are.”

—Alan Schnitzer, CEO

This approach remains critical to maintaining our culture of candor and continuing to deliver sustained value to our stakeholders.

Our focus on ethics includes a commitment to employing responsible business practices. Travelers maintains thoughtful and comprehensive underwriting and pricing policies and practices, including robust governance and controls designed to ensure that the company’s pricing is actuarially sound and that its underwriting and pricing practices comply with all applicable laws.

We also expect our suppliers to conduct themselves with honesty and integrity. The Travelers [Supplier Code of Conduct](#) documents our expectation that all contractors, consultants, suppliers and vendors demonstrate their commitment to ethical, humane, socially responsible and legally compliant business practices, including by maintaining a harassment-free and respectful workplace. We also proudly commit to the protection of human rights everywhere we do business, as described in our [Human Rights Statement](#).

To learn how our ethical culture drives our ability to attract and retain talented and qualified employees, see our [Human Capital Management](#) section.

## Board Oversight

The Nominating and Governance Committee of the Board of Directors periodically reviews the Code of Business Conduct and Ethics and recommends changes to the Board, as appropriate. The Audit Committee, which has oversight responsibility for regulatory and compliance matters, receives a quarterly report on compliance matters, including Ethics Helpline activity. In addition, the Audit Committee meets in executive session with the Chief Ethics and Compliance Officer each quarter.

## Ethics & Compliance Training & Awareness

Upholding a culture of honesty, integrity and accountability is critical to the long-term success of our organization. To support this culture, we promote ethics and compliance awareness across our operations. On an annual basis, our employees are required to complete our Code of Business Conduct and Ethics Training and Certification Program, which includes:

- **Code of Business Conduct and Ethics Training and Certification.** We require our employees to complete annual ethics training, which includes training modules on a variety of important topics, such as anti-bribery and anti-corruption. Additionally, our employees and directors must certify annually that they have reviewed, understand and agree to comply with the principles set forth in the Code.

## Ethics & Responsible Business Practices

Ethics & Compliance  
Training & Awareness

### Ethics Helpline

Responsible Business  
Practices

- **Policy Certification.** We expect all employees to familiarize themselves with, and confirm their compliance with, applicable company policies. These policies include:
  - Anti-Bribery and Anti-Corruption
  - [Equal Employment Opportunity](#)
  - Fair Access to Insurance Products
  - Gifts to Government Officials
  - [Harassment-Free Workplace](#)
  - Information and System Use
  - Internal Dispute Resolution
  - Nepotism and Personal Relationships
  - Respectful Workplace
  - Securities Trading
  - Social Media
  - Supplier Risk Management Program
  - [Whistleblowing and Non-Retaliation](#)

Bribery and corruption are wholly inconsistent with our company's core values of honesty, integrity and accountability, and we have instituted policies, procedures and internal controls for complying with anti-bribery and anti-corruption laws. Travelers strictly prohibits any promise, any offer or the provision of anything of value to any government official or any other person for the purpose of improperly obtaining or retaining business, improperly influencing action or obtaining any form of improper benefit; this includes prohibiting the offering or giving of anything of value to expedite routine government actions – commonly referred to as facilitation payments. We provide our employees with additional information regarding our expectations in our internal Anti-Bribery and Anti-Corruption Policy.

Additionally, we are committed to providing a fair and inclusive workplace where all employees are treated with dignity and feel valued, respected and supported. Among other things, we require our employees to complete harassment awareness training, and our Internal Dispute Resolution Policy allows employees to seek review of employment-related issues, concerns, actions and decisions. To learn more about our employee practices and programs, see our [Human Capital Management](#) section.

## Ethics Helpline

We provide employees with multiple channels to raise concerns, including the Human Resources, Employee Relations and Compliance functions and the Travelers [Ethics Helpline](#). Our independently administered Ethics Helpline is available to employees and others 24 hours a day, seven days a week to seek advice or raise a concern; to report suspected unethical, illegal or fraudulent activities; or to report a violation or potential violation of the Code of Business Conduct and Ethics, including anonymously. Trained professionals investigate each concern and, where appropriate, escalate it internally.

Once an Ethics Helpline report is filed, a review is conducted, if appropriate. Any ethics- or compliance-related issues are addressed by the Ethics and Compliance Office. Our Chief Ethics and Compliance Officer provides the Audit Committee with quarterly summaries of matters reported through the Ethics Helpline and more frequent compliance updates, as appropriate. Additionally, the Audit Committee receives reports on matters reported to the Chief Ethics and Compliance Officer that involve accounting, internal control or audit matters or that relate to any fraud involving persons with a significant role in our internal controls.

We also maintain a formal [Whistleblowing and Non-Retaliation Policy](#) that prohibits retaliation against an employee who raises a concern in good faith.

## Responsible Business Practices

The business of insurance involves a contractual arrangement in which the insurer agrees to bear a policyholder's expected risk of future financial loss, subject to agreed limits, terms and conditions, in exchange for a premium. This requires insurers, such as Travelers, to design and price their insurance products based on expected risk of future loss. Under long-standing law and insurance industry practice, Travelers identifies risk factors and establishes rates based on sound actuarial principles that do not – and may not – take factors such as race or other prohibited characteristics into account. Established principles of risk-based insurance underwriting and pricing allow insurance markets to function properly, fairly and competitively. Ultimately, this approach benefits customers by increasing the availability of insurance at fair prices that appropriately reflect the related risks and ensures the financial solvency of insurers to pay covered claims decades into the future.

To estimate the risk of future loss, actuaries apply mathematics, statistics and economic methods to estimate the probability and financial impact of various risk factors. The procedures through which rates are set are complex, but the theory behind the process is straightforward – insurance actuaries and underwriters seek (and are required by law) to determine risk factors that correlate with losses. This assessment of risk is designed to accurately identify the expected value of all future costs associated with risk transfer. Ultimately, the grouping of risks with similar characteristics is fundamental to any insurance system. Importantly, there are certain characteristics, including race, that insurers are legally prohibited from considering and that are not part of the process used by actuaries to establish rates.

Regulated domestically through state Departments of Insurance in all 50 states and the District of Columbia, the company's operating subsidiaries, like other insurance companies, are subject to extensive state laws and regulations touching on all aspects of their business, including pricing and underwriting. Through its insurance subsidiaries, the company offers a wide range of insurance products across many lines of business, each of which is subject to detailed legal and regulatory filings and state laws. Notably, rates are generally filed with, and reviewed and approved by, state insurance regulators, which uniformly require insurers to establish that their filed rates are "adequate," not "excessive" and not "unfairly discriminatory," as those terms are defined under each jurisdiction's laws. To ensure compliance with these well-established standards, these insurance regulatory authorities also perform periodic market conduct and financial examinations, in part to ensure that customers are charged premiums that are adequate and not excessive or unfairly discriminatory under the law.

In light of the heavily regulated environment in which it operates, Travelers has **developed thoughtful and comprehensive underwriting and pricing policies and practices, including robust governance and controls** designed to ensure that its pricing is actuarially sound and that its underwriting and pricing practices comply with all applicable laws and do not consider race or other prohibited characteristics. Key components of Travelers' comprehensive governance and controls include:

- Underwriting and Pricing Policies, Practices & Governance.
- Travelers Responsible Artificial Intelligence Framework.
- Data Governance, including the use of Third-Party Data.
- Awareness, Education and Training.
- Internal Audit and Regulatory Oversight.
- Enterprise Risk Management, Senior Leadership Accountability and Board Oversight.



## Robust Underwriting & Pricing Policies, Practices & Governance

Risk-based underwriting and pricing practices and fair access to our insurance products are at the core of the insurance industry and the company's business. To that end, and to ensure that the underwriting and pricing factors the company considers are predictive of risk and appropriate to use, underwriting decisions are made within a collaborative, structured and cross-disciplinary approach. This approach includes: (i) extensive underwriting guidelines; (ii) a structured underwriting authority framework; and (iii) a quality assurance audit process. The extensive underwriting guidelines provide each underwriter with clear and established direction on how to properly evaluate risks. The highly structured underwriting authority framework, which ensures the appropriate underwriting rigor and discipline are applied, requires collaboration at both the transactional and portfolio level. The company's underwriting audit process confirms compliance with our policies and underwriting framework and includes both quality assurance audits and targeted reviews to verify, among other things, appropriate risk selection, underwriting quality and compliance with best practices and controls. Among these controls are the company's policies establishing that it will comply with all applicable laws, including laws prohibiting discrimination based on any legally protected characteristic, including race.

With respect to pricing, the company's credentialed actuaries are professionally certified and, in the United States, must be members in good standing of the Casualty Actuarial Society or the Society of Actuaries, or fully qualified members of another IAA-member organization. Among other things, this requires adherence to the applicable code of professional conduct, adherence to the applicable jurisdiction's qualification standards and participation in the applicable actuarial boards for counseling and discipline. The qualifications and standards are important because the Actuarial Standards of Practice, for example, provide that when U.S. actuaries are performing professional services such as designing, reviewing or changing risk classification systems, actuaries must comply with applicable laws, including those laws prohibiting the consideration of protected characteristics, including race.

As the company's business practices have evolved, Travelers has also developed and employed advanced statistical processes – more commonly referred to as “models” – to assist it in the underwriting and pricing of its insurance products. Similar to the underwriting and pricing controls described above, the company also has robust governance and controls in place to ensure the integrity of its modeling practices, including verification that all risk factors used are actuarially justified as predictive of risk and comply with state laws.

As part of its practices, the company conducts comprehensive reviews of its models, running them through a multidisciplinary process that includes, as appropriate, peer, legal, actuarial and data science assessments that span the entire model life cycle. This well-established governance, which has been reviewed by the company's lead regulator, is embodied in the **Travelers Model Risk Management Framework**. Critical elements of this framework include: (i) Travelers Modeling Guidelines, which provide overall guidance on the creation and life cycle of models; (ii) a risk assessment tool, which is used to evaluate the risk level of each model; (iii) model checklists, which specify required risk mitigation controls based on the risk level of each model; and (iv) an inventory of models.

The Model Risk Management Framework addresses:

- Data quality.
- Compliance with all applicable laws and regulations.
- Model explanation and documentation.
- Appropriate peer and legal reviews of the model.
- Model implementation and post-model implementation monitoring.

To help ensure legal and regulatory compliance, Travelers reinforces and confirms that those involved in the modeling life cycle follow the guidance and requirements of the Model Risk Management Framework. Through this process, model owners are expected to confirm that the model complies with the Travelers Modeling Guidelines, has been reviewed with the appropriate subject matter experts, and has been signed off on by peer and legal reviewers. Peer reviewers – within and across business lines – consider, among other factors, the

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data utilized, the data sources, the variables utilized and the methodology utilized to select those variables to ensure they are appropriate and consistent with the Modeling Guidelines. Legal reviews are similarly designed to ensure compliance with applicable laws (including antidiscrimination laws) and regulations, as well as internal Travelers policies. These peer and legal reviews evaluate model use cases, data sources, risk assessment and the variables used in the models.

## Responsible Artificial Intelligence Framework

As part of the constant evolution and maturation of Travelers' governance framework, the company has also established a Responsible Artificial Intelligence Framework that sets forth foundational principles to guide our development and use of AI, advanced analytics and modeling. The goal of this framework is to help ensure that we act responsibly and ethically – consistent with the responsible business values at the heart of our business and culture.

As depicted below, the framework consists of our core principles that describe how we use AI: People-Centric, Fair, Responsible and Trustworthy.

### Responsible Artificial Intelligence Framework

People-Centric	Fair	Responsible	Trustworthy
<b>Human Oversight and Judgment</b> AI is designed to augment, enhance or replace the human decision-making process, subject to appropriate human oversight and judgment.	<b>Lawful</b> We follow our laws and regulations applicable to our business.	<b>Accountable</b> We adhere to Travelers' guidelines and policies and ensure AI advances our mission and purpose.	<b>Transparent</b> We provide appropriate disclosures to relevant stakeholders when we are using AI.
<b>Privacy and Security</b> We implement AI in a way that respects privacy and applies appropriate security controls.	<b>Fair Access</b> We provide fair access to our products and do not unlawfully discriminate based on legally protected characteristics.	<b>Governed</b> We ensure that appropriate governance exists for AI development, implementation and assessment.	<b>Explainable</b> We implement AI with the appropriate level of explainability for the use case and stakeholder.
<b>Diverse Perspectives</b> We solicit perspectives from people of diverse disciplines, experiences, and areas of our organization in the development, implementation and assessment of AI.	<b>Mindful of Potential Bias</b> We are mindful of potential bias throughout the AI lifecycle.	<b>Monitored</b> We monitor the AI ecosystem to ensure that AI models are functioning as intended.	<b>Proportional</b> In seeking to apply the appropriate solution for each use case, we are judicious in our use of AI, guided by our mission and purpose.

## Thoughtful Data Governance

The Travelers Enterprise Data & Analytics team, working with the company's business segments and support functions, including Legal and Corporate Ethics and Compliance, strives to ensure that we appropriately manage our data, utilize accurate and reliable data, and implement thoughtful data governance across the organization. As discussed in further detail in the [Harnessing the Power of Data & Knowledge](#) section of this report, we have cultivated a data culture throughout the enterprise that emphasizes, through training and education, the importance of all employees taking ownership of data, understanding and protecting data, capturing and using data appropriately, and making sure the data we use is accurate and timely. We also have established, and monitor adherence to, enterprise- and business line-specific data governance policies and standards.

We have additional governance in place relating specifically to the third-party data we use to augment and/or enrich our own data. These processes and controls are designed to ensure the accuracy, completeness, consistency, timeliness and relevance of the third-party data and compliance with all applicable legal requirements, among other critical factors.

## Targeted Education & Training with Respect to Responsible Business Practices

We require our employees who are involved in underwriting and pricing to attend training with respect to the company's underwriting and pricing policies. Moreover, we provide relevant employees with additional training regarding Travelers' responsible business practices. For example:

- **Model Governance.** We employ a multifaceted approach to ensure that modelers are appropriately aware of, and educated and trained on, our Model Risk Management Framework. Awareness and training start at the beginning of an employee's tenure on a modeling team and continue throughout. We further reinforce this training and education by requiring all data scientists and decision scientists to complete a training knowledge check regarding the Model Risk Management Framework, and we obtain written confirmation that they have read and understood the various governance requirements.
- **Data Governance.** We create and support a data culture by raising awareness and providing training regarding the appropriate uses and management of data. Travelers' data culture training is focused on ensuring that we take ownership of data, understand data, protect data, capture data completely and make sure data is accurate and timely.
- **Responsible AI.** We reinforce awareness of our Responsible Artificial Intelligence Framework through training for Travelers' Data & Analytics community. This training program covers the foundational principles that guide Travelers' development and use of AI and the importance of acting responsibly and ethically – consistent with Travelers' business values and culture. This training is also available to all employees.

## Ongoing Internal Audit and Regulatory Oversight

Our Corporate Audit department provides objective, independent, risk-based evaluations of the design and operating effectiveness of governance, risk management and internal control processes throughout the company, while supporting the company's Sarbanes-Oxley and Model Audit Rule compliance initiatives. Corporate Audit's evaluations include reviewing controls related to underwriting, pricing and model governance, as well as data governance, among other areas. On a quarterly basis, the company's Chief Auditor reports to the Audit Committee of the Board of Directors with respect to the results of Corporate Audit's work and its overall conclusions regarding the internal control environment.

In addition to our own internal audits, we are also subject to comprehensive supervision and regulation by insurance regulatory authorities in the jurisdictions in which the company operates. For example, rates are generally filed with, and reviewed and approved by, state insurance regulators, which uniformly require insurers to establish that their filed rates are "adequate," not "excessive" and not "unfairly discriminatory" as those terms are defined under each state's laws. In addition to regulating rate filings, these insurance regulatory authorities also conduct periodic financial examinations and market conduct examinations, in part to ensure that regulatory requirements are satisfied and that customers are charged premiums that are adequate and not excessive or unfairly discriminatory under the law.

Numerous state legislators and regulators have also been actively evaluating the issue of race in insurance, as this is a topic that must be addressed on an industrywide basis. For example, in a statement to the U.S. Senate in September 2022, the Chair of the National Association of Insurance Commissioners (NAIC) committee leading the organization's work in this regard testified that "there is considerable activity by state insurance regulators" and specifically outlined numerous initiatives actively being undertaken by the NAIC on the intersection of insurance and race.<sup>1</sup> The company continues to monitor and track these developments as well as communicate with regulators to ensure that Travelers is not only complying with all applicable laws but also partnering on this important work.

<sup>1</sup> Testimony of Kathleen A. Birrane, Maryland Insurance Commissioner, on behalf of the National Association of Insurance Commissioners, September 8, 2022.

# Effective Enterprise Risk Management, Senior Leadership Accountability & Board Oversight

As part of the Enterprise Risk Management framework, risks are assigned to senior leadership risk owners who have accountability for establishing appropriate processes and monitoring. Additionally, pursuant to its [charter](#), the Risk Committee of the Board of Directors is responsible for overseeing “the strategies, processes and controls pertaining to the underwriting of insurable risks and the pricing of such risks,” including the processes and controls that are designed by management to ensure that pricing is actuarially justified as predictive of risk and complies with applicable state laws. For more detailed information about the Board’s oversight process, see the [Capital & Risk Management](#) section of this report.

**Human Capital Management**

Culture

Employee Experience

Learning & Development

Performance & Succession

Talent Acquisition

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# Human Capital Management



Consistent with the long-term perspective we bring to managing our business, we view our human capital management through a long-term lens. The talent and expertise of our more than 30,000 employees are critical to maintaining our competitive advantages in a rapidly evolving business landscape. And it is our employees who collectively drive our performance and fuel our ambitious innovation agenda. We recognize that maintaining our talent advantage requires a sustained investment in our people. When we deliver on our promise to our employees and their families, promoting an inclusive workplace and committing to their wellness and success, we are able to deliver on our promise to our customers and drive shareholder value.

## Highlight

**7.5%**

Global voluntary turnover rate in 2024

## Approach

We owe our success to our extraordinary talent. Our future success requires that we continue to attract, develop and retain top talent and maintain our unique culture – a culture that embodies our foundational values of honesty, integrity and accountability and is built on four components: putting Travelers first, long-term thinking, collaboration and a commitment to everyone else's success.

Our approach to human capital management starts with our innovative talent acquisition strategies, which are designed to help us attract the best people from a broad pool of talent. Throughout an employee's career at Travelers, we provide them with opportunities that are designed to foster personal and professional growth and an inclusive environment in which our employees feel valued and engaged, allowing them to maximize their potential. And throughout their careers with us, we seek to provide our employees with comprehensive benefits and equitable and competitive compensation plans.

## Board Oversight

Our Board of Directors takes an active role in overseeing our human capital management strategy, including our initiatives to shape our workforce and workplace to drive business performance and ensure that we are well positioned for the future. Our Chief Human Resources Officer – a member of our Management and Operating Committees – and other senior executives regularly present to the Board on these matters, including on the progress the company has made over time. Additionally, consistent with its [charter](#), the Nominating and Governance Committee meets with the company’s CEO to review and discuss succession matters at least annually. Pursuant to its [charter](#), the Compensation Committee of the Board, which is advised by an independent compensation consultant, reviews and approves the company’s general compensation philosophy and objectives. The Compensation Committee also meets with senior management on a regular basis to discuss the company’s practices designed to help ensure equitable pay across the organization.

## Culture

At Travelers, our culture is the foundation of our business and has driven our success for decades. As stewards of a thriving business that is more than 170 years old, we have a responsibility to pass on our unique culture to the next generation of Travelers employees. We’ve identified at least four components of our culture – the essential elements that make us who we are and power all that we do.

- **Putting Travelers First.** When we come to work focused on satisfying our mission of creating shareholder value and fulfilling our purpose of taking care of our customers, our communities and each other, we achieve an outcome that is greater than the sum of its parts.
- **Long-Term Thinking.** As much as we’re focused on our results for the next quarter, we manage for success over the next quarter century.
- **Collaboration.** True collaboration allows us to take risks, challenge assumptions and – ultimately – make our best business decisions.
- **Commitment to Everyone Else’s Success.** It’s powerful to walk in the door each morning and know that more than 30,000 colleagues are rooting for you.

By maintaining and strengthening our foundational cultural values with the same long-term perspective that we bring to everything we do, we will continue to leverage the expertise developed over years of experience while, at the same time, capitalizing on the fresh ideas of new talent. In short, we recognize that preserving our culture is mission critical to maintaining our competitive advantages and delivering shareholder value over time.



# Employee Experience

We recognize that when employees feel supported and engaged, they help us drive better business results and shareholder value. Therefore, we strive to deliver an employee experience that engages our teams and strengthens our organization.

Our approach centers on gaining an understanding of what drives performance and supports business priorities. We review external market data and conduct internal focus groups and surveys to better understand why employees leave and, more importantly, what encourages them to stay and grow their careers with Travelers.

To evaluate the employee experience and the success of our engagement efforts, we work with an independent employee insights platform to conduct an employee survey. Managers receive their teams’ results in aggregate form and are encouraged to share them with their teams and develop action plans accordingly.

We have policies that encourage an inclusive culture and protect all employees from workplace harassment and discrimination. To make clear that harassment and discrimination have no place at Travelers, we require harassment awareness training. This training covers legal definitions and our [company policy](#) and explores ways to ensure a respectful work environment and sustain an “if you see something, say something” culture. To learn more about our overall approach to business conduct, see the [Ethics & Responsible Business Practices](#) section of this site.

In addition, our Workforce Solutions team partners with Human Resources and business partners to help ensure that our employees have the opportunity to be heard and to feel heard when it comes to decisions impacting their employment. This standalone department augments our existing channels for addressing employees’ concerns and serves as our organization’s “ambassador” for Travelers employees. The Workforce Solutions team provides another avenue for our employees to share candid, real-time feedback about their experiences and to receive practical guidance – all with an eye toward improving the employee experience.

Our average tenure and voluntary turnover rates demonstrate the power of our culture and the attachment our employees have to the organization. The average tenure at Travelers is more than 11 years, and it is 20 years for the company’s approximately 750 most senior leaders. Additionally, the global voluntary turnover rate at Travelers is 7.5%.<sup>1</sup>

## TENURE & TURNOVER



**11+ years**  
average tenure



**20 years**  
average tenure for our approximately 750 most senior leaders



**7.5%**  
voluntary turnover rate  
in 2024

<sup>1</sup>Excludes Simply Business and Corvus.

# Learning & Development

Our commitment to learning and career development is rooted in our belief that for us to be successful, we must provide our employees with the skills and capabilities to enable them to be successful.

Our leadership framework of “Leading Self, Leading Others and Leading the Business” outlines the skills and behaviors expected of our leaders. It supports the culture we’ve established at Travelers and serves as the underpinning for our leadership training, which includes several components:

- **Coaching for Performance Excellence** provides leaders with an understanding of the principles of good coaching, to help them in the day-to-day leadership of individuals on their teams.
- **Leading World-Class Teams** helps those who lead people or projects learn how to more effectively facilitate and engage teams.
- **Leadership Principles** is a cohort program for first-time leaders of people that provides practical tools and approaches for managing people at Travelers.
- **Leadership Challenge** provides managers with ways to develop stronger team engagement and performance by fostering trust-based relationships and empowering their team members through meaningful recognition and a clear vision.

Travelers is committed to empowering employees to build the career they want at the company by deepening their expertise, moving across different roles and business groups, and seeking leadership opportunities. Employees are encouraged to have career development conversations with their managers, and resources and tools are provided to both managers and employees to help guide the discussion. Ongoing conversations and check-ins between employees and their managers can help employees identify skills they want to develop, goals they want to set for themselves or action steps they want to take. We continue to roll out new tools and resources that support employees’ career development; these include learning plans designed to help employees understand the breadth of jobs and professions across the company and identify development opportunities, as well as training designed to help employees expand their knowledge and learn new skills. In 2024, we introduced Career Hub – a platform within Workday that leverages AI and employees’ skills to create an integrated, personalized career development experience for each employee.

Our learning experience platform is a centralized hub for all learning resources at the company, where content is both curated and aggregated on a regular basis for a personalized learning experience. This platform houses videos, articles and courses – both Travelers-created resources and content from third-party providers – and provides an immersive and customized experience to meet our employees’ learning needs. Employees can use the platform to assess their skills, rate and comment on courses and lessons, and learn from subject matter experts across Travelers.

We support employee development through our Educational Assistance Program. Travelers helps eligible employees – salaried employees who work at least 20 hours per week – pay for eligible education classes and professional designation and certification programs, including for Chartered Property Casualty Underwriter (CPCU), Associate in Risk Management (ARM) and Associate in Claims (AIC). In 2024, more than 550 employees received educational reimbursement. To reinforce the importance of underwriting as a core discipline, Travelers recognizes employees who successfully pass all eight CPCU exams and earn the professional designation by paying for eligible employees to attend their conferment ceremony, which is held each year for new CPCU graduates.

Additionally, Travelers offers various career mentorship and development programs for both entry-level and experienced professionals. For example, our multiyear [Leadership Development Programs](#) provide entry-level employees with an opportunity to progress through a steady career path in a specific discipline, such as Actuarial, Business Insights & Analytics, Data Science, Finance, Human Resources and Operations. Participants complete assignments and rotations designed to help them build upon their technical, strategic thinking and leadership skills and strengthen their business acumen. These programs also include mentorship and networking opportunities, including with senior leaders, as well as speaker forums designed to keep participants up to date on industry trends and company initiatives.

**Human Capital Management**

Culture

Employee Experience

**Learning & Development**

Performance &amp; Succession

Talent Acquisition

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In addition, our one- to two-year [Development Programs](#) in Engineering (Technology), Investment Analyst, Underwriting and Product Management provide the foundational knowledge and technical skills necessary for success at Travelers and include on-the-job training, classroom instruction, self-study materials and independent work in an assigned business area. These programs also provide mentorship opportunities and exposure to Travelers leaders. Participants in both our Leadership Development Programs and Development Programs are invited to compete in the company's annual hackathon-style Innovation Jam. These programs have been a part of our talent strategy for many years. Many participants have gone on to hold senior roles at Travelers.

## Leadership Development Programs

<b>Actuarial</b>	<ul style="list-style-type: none"> <li>• Five-year rotational program.</li> <li>• Challenging assignments in core actuarial and analytic functions, including Predictive Modeling, Pricing and Rate Making, Product Management, Reserving, Risk Analysis and Risk Segmentation.</li> <li>• Reserved study time for actuarial exams and opportunities to participate in or lead enterprisewide councils.</li> </ul>
<b>Business Insights &amp; Analytics</b>	<ul style="list-style-type: none"> <li>• Three-year program.</li> <li>• Tailored curriculum, with optional rotations, providing unique professional experiences with Business Intelligence, Geospatial and similar roles.</li> <li>• Opportunity to work with diagnostic and descriptive analytics, leveraging data to drive business insights.</li> </ul>
<b>Data Science</b>	<ul style="list-style-type: none"> <li>• Three-year program.</li> <li>• Optional rotations within the data science areas, using a plethora of modeling techniques – from linear regressions to image and speech recognition – to solve some of the business areas' most complex problems.</li> </ul>
<b>Finance</b>	<ul style="list-style-type: none"> <li>• Three-year rotational program.</li> <li>• Wide-ranging assignments across the enterprise, including Accounting &amp; Reporting, Internal Audit and Financial Planning &amp; Analysis.</li> </ul>
<b>Human Resources</b>	<ul style="list-style-type: none"> <li>• Three-year rotational program.</li> <li>• Nine-month assignments providing experience in different facets of Human Resources, such as Compensation, Talent Acquisition, Employee Relations, HR Business Partners, People Analytics and Employee Experience.</li> </ul>
<b>Operations</b>	<ul style="list-style-type: none"> <li>• Three-year rotational program.</li> <li>• Twelve- to 18-month assignments, with the ability to choose from among Operational Effectiveness, Field Management, Data &amp; Analytics, Digital Enablement, Technology &amp; Operations, Customer Experience, Workforce Optimization, Organizational Development and Product &amp; Underwriting Support.</li> </ul>

Development Programs

Engineering (Technology)	<ul style="list-style-type: none"> <li>One-year program.</li> <li>Assignments providing experience in Software Engineering, Data Engineering, Infrastructure/Cloud Engineering and Cybersecurity.</li> <li>A combination of hands-on opportunities, an immersive learning accelerator and a mentoring program.</li> </ul>
Investment Analyst	<ul style="list-style-type: none"> <li>Two-year program.</li> <li>Training and skill strengthening for credit and quantitative research associates to analyze issuers, industries and securities, as well as the return and risk characteristics of our investment portfolio.</li> </ul>
Underwriting	<ul style="list-style-type: none"> <li>One-year program.</li> <li>Opportunities to develop a comprehensive understanding of the exposures and coverage needs of insureds in Business Insurance or Bond &amp; Specialty Insurance, to hone technical and sales skills and to build relationships with agents.</li> </ul>
Product Management	<ul style="list-style-type: none"> <li>One-year program.</li> <li>Rotations throughout Personal Insurance and Business Insurance, focused on developing the future leaders of enterprisewide Product Management departments.</li> </ul>

In addition, we monitor the development of talented employees to support them in developing the skills necessary to advance their careers and help them expand their relationships to facilitate their success.

# Performance & Succession

Our performance management and succession strategy is designed to ensure the consistent alignment of the company, cultural and business unit goals that we believe help enable our company to create shareholder value over time. Through our annual performance management process, managers assist their direct reports with setting and monitoring goals, developing a plan to achieve those goals, evaluating progress against those goals and discussing opportunities for improvement throughout the year. Managers are expected to complete a mid-year and year-end progress update for each of their direct reports. This includes a meaningful conversation with each employee to discuss what went well and what can be improved.

We also conduct a comprehensive annual talent review, which includes succession planning, to identify and prepare talented employees for future leadership positions. Each line of business identifies talented employees and succession candidates for targeted development and advancement opportunities with individualized action plans. This talent review process culminates with the CEO and his direct reports meeting to review succession plans for key positions. In addition, the CEO meets with the Board’s Nominating and Governance Committee and the full Board of Directors to discuss succession-related matters at least once a year.

# Talent Acquisition

Travelers is focused on building a pipeline of talent to position the company for future success. Our recruiting efforts are designed to help us attract and retain the best employees from a broad pool of candidates.

To maintain our competitive advantages, we increasingly need industry-agnostic talent. Historically, running an insurance company required actuaries, underwriters and finance professionals, among others; in addition to those types of professionals, we now also need roboticists, data scientists, AI experts and behavioral scientists. This compels us to continually reimagine our talent acquisition strategies. In an effort to ensure Travelers’ long-term talent advantage, we recruit candidates with emerging skills from outside the insurance industry, in addition to candidates with traditional insurance skill sets and backgrounds. We deploy talent acquisition strategies, including advanced sourcing tools, employment branding advertising and social channels, to help us create a pipeline of strong candidates.

We are focused on inspiring the next generation of insurance professionals and actively encourage students and graduates to explore career opportunities in the insurance industry and, in particular, at Travelers. Our signature career-pipeline program, [Travelers EDGE®](#) (Empowering Dreams for Graduation and Employment), is designed to increase the number of students who complete a bachelor’s degree and who are prepared for a career at Travelers or in our industry.



# Total Rewards

Our compensation and benefits programs are designed to attract, motivate and retain high-performing employees and to help employees be healthy and productive in all aspects of their lives. Our long-standing pay-for-performance philosophy differentiates awards based on individual and company performance, regardless of gender, race or any other protected classification. In addition, our comprehensive, flexible benefit options are designed to support the physical, mental and financial well-being of our employees and their families.

## Compensation

As outlined in our [equitable pay statement](#), paying our employees equitably is the foundation of our performance-based culture. Our compensation processes and controls are designed with the goal of ensuring that we compensate our employees without influence from bias. With the assistance of independent, outside experts, we annually review our compensation practices to help ensure equitable pay across the company. Based in part on these measures, we believe that we pay our employees equitably, regardless of gender, race or any other protected classification.

Our minimum hourly wage in the United States is \$20 as of April 2025. As calculated and reported in our [Proxy Statement](#), in 2024, excluding our Chairman and CEO, the median annual total compensation of all our employees was approximately \$120,900. The median annual total compensation of our full-time U.S. employees who worked for Travelers for the entire year was approximately \$130,700, putting us in the top quartile for employee pay in the S&P 500.

Travelers’ compensation mix includes base salary, performance-based cash awards and equity grants. The mix of these rewards varies depending on the employee’s role at the company.

- Many employees receive most of their total rewards in the form of base salary and medical and retirement benefits.
- Variable compensation (annual bonus and equity) becomes a larger portion of the total rewards mix for employees at higher levels in the organization. Furthermore, the senior-most executives, who are responsible for the development and execution of our strategic and financial plans, have the largest portion of their compensation tied to performance-based incentives.

## Health & Wellness

Because our employees are our most valuable asset, we are committed to helping them be healthy and productive in all aspects of their lives. We know that when employees and their families are well – physically, mentally and financially – they can be more fully engaged both personally and professionally. That’s why we offer [comprehensive, flexible benefit options](#) that, for our U.S. employees, include medical, dental, vision and prescription drug coverage; health savings; and flexible spending accounts.

In the United States, our medical plans cover more than 52,000 individuals, including employees, their children and their spouses/ domestic partners. In 2024, we paid approximately \$300 million in medical-related costs on behalf of our U.S. employees and retirees and their dependents. In our international operations, we offer medical coverage that supplements government-provided plans to our more than 3,000 employees and their families.

Employees and their eligible family members, including spouses, domestic partners and children, are generally eligible for coverage from the first day of employment. To keep rates affordable, Travelers subsidizes premiums on its health care plans through a cost-sharing model. We subsidize health benefits more heavily for less-compensated employees than for higher-paid employees, such as the company’s named executive officers. Accordingly, our higher-paid employees pay a significantly higher percentage of the cost of their health benefits as compared with our lower-paid employees.

CEO Message	Company	Governance	Other Key Drivers of Sustained Value		Financial Performance		Resources
Human Capital Management	Culture	Employee Experience	Learning & Development	Performance & Succession	Talent Acquisition	Total Rewards	Illustrative Initiatives

We have a forward-thinking approach to our benefits plan design. We deliver new, innovative ways to support employee health and well-being, including financial incentives for some employees to choose high-quality, low-cost providers and safeguards for the use of opioids to help ensure that doctors, pharmacists and patients work closely together on treatment plans for pain management.

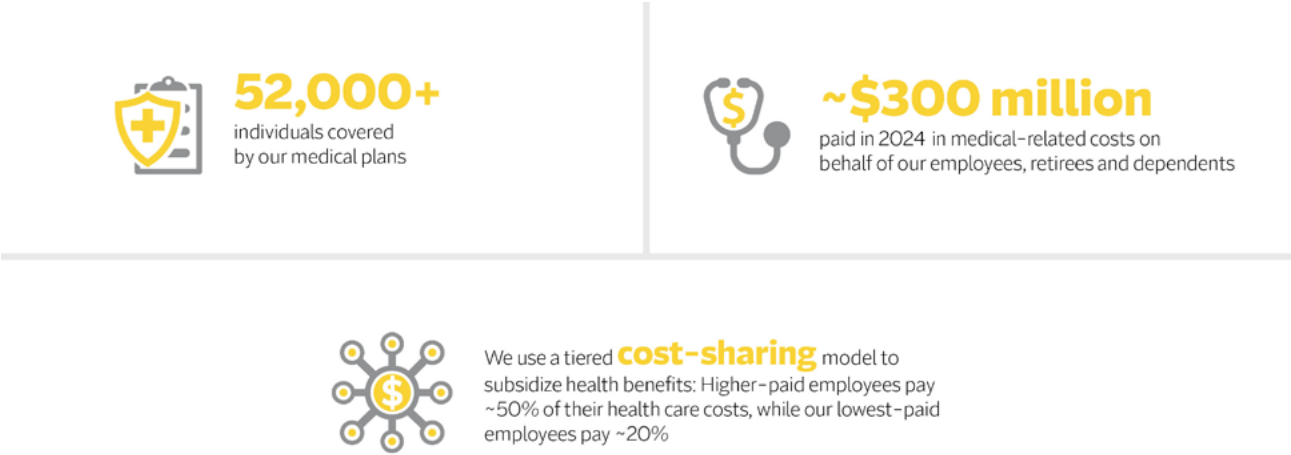
Our wellness program provides easy-to-use tools and resources that empower employees with the information and support they need to achieve their wellness goals. U.S. employees have access to the following:

- **Spring Health**, our employee assistance program that offers mental health and well-being support, professional in-person or digital counseling, life coaching and support for daily life needs. Services are free, confidential and available 24/7 to employees and their household family members.
- **Caregiving Support from Wellthy**, a program that helps employees navigate the challenges faced as caregivers for children, aging family members, or loved ones with special needs or who are chronically ill.
- **MSK Direct**, a free service for Travelers employees and their family members facing a cancer diagnosis, which provides guided access to expert cancer treatment and care at Memorial Sloan Kettering Cancer Center facilities.
- **Walkingspree**, an easy-to-use application that allows employees to automatically sync their steps and track progress, all while keeping them motivated to achieve their fitness goals.
- **Wellness champions** in more than 50 local offices help cultivate a culture of wellness at Travelers by leveraging employees' interests and ideas to implement healthy initiatives at local offices.
- **On-site counseling services** for employees at our Hartford campus.
- **On-site chiropractors and physical therapists** for employees at our Hartford campus.

U.S. employees enrolled in a Travelers medical plan also have access to:

- Included Health, a health care support service available at no cost that matches employees with top-ranked doctors, helps employees obtain second opinions from leading specialists and assists in navigating the health care system.
- A family-building program from Maven, which provides holistic and personalized fertility and family-building support.
- A digital sleep improvement program from Sleepio.
- A weight management program that provides individualized support to help employees achieve their weight health goals.
- Free tobacco cessation programs.
- Free seasonal flu shots through on-site clinics and various retail pharmacies.
- Mobile mammography for eligible employees in certain locations.

HEALTH & WELLNESS



## FINANCIAL SECURITY



\* Based on the median of the annual total compensation of full-time employees in the United States as reported in our 2025 Proxy Statement.

\*\*As of April 2025.

## Work-Life

Additional benefits we offer our U.S. employees at no cost include:

- Basic life insurance of one times their salary, up to \$100,000 maximum.
- Short-term disability coverage.
- 20–30 days of annual paid time off, based on years of service, and the ability to purchase up to six additional days per year.
- Paid parental leave after the birth or adoption of a child.
- Adoption assistance and surrogacy reimbursement.
- Company-paid coverage for expenses incurred due to identity fraud.
- Childcare discounts.
- A corporate discount program.
- Paid time off for volunteering.

U.S. employees can enroll in the following additional benefit options:

- Optional life insurance for themselves, their spouses or their children.
- Long-term disability coverage.
- Coverage for a variety of legal services through the legal plan.
- Flexible spending accounts to fund eligible dependent care or health care expenses through pre-tax payroll deductions.

**Human Capital  
Management**

Culture

Employee  
ExperienceLearning &  
DevelopmentPerformance &  
SuccessionTalent  
AcquisitionTotal  
Rewards**Illustrative  
Initiatives**

## Illustrative Initiatives



MAKING MENTAL HEALTH A PRIORITY

[Shattering the Stigma](#)

TRAVELERS INSTITUTE®

[Travelers Institute University Outreach](#)

COMMITTED TO MILITARY VETERANS

[Supporting Those Who Serve](#)FOSTERING A MORE INCLUSIVE WORKPLACE FOR PEOPLE WITH  
DISABILITIES[Providing Opportunities for Employees to  
Achieve Their Full Potential](#)

**Innovation**Discovering Emerging  
& Future OpportunitiesDriving an Innovation  
Mindset & VelocityHarnessing the Power of  
Data & KnowledgeInnovative Products  
& ServicesIllustrative  
Initiatives

# Innovation



We recognize that the world is evolving quickly. While our long-term financial strategy is not changing, the competitive advantages that have fueled our success over the last decade will not necessarily be the same as those we will need to continue to lead for the next decade. That is the focus of our ambitious innovation agenda: making sure that our competitive advantages are as relevant and differentiating tomorrow as they are today. Ultimately, the vision for our innovation agenda is to be the undeniable choice for the customer and an indispensable partner for our agents and brokers.

**Highlight****~52,000**

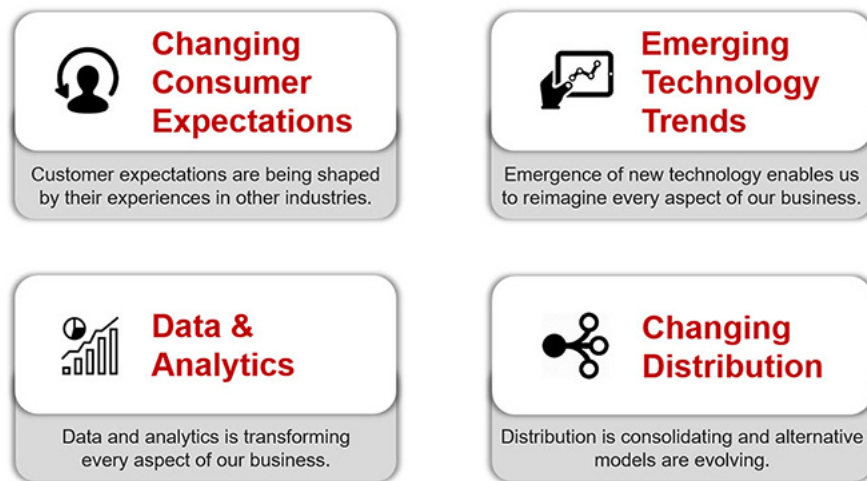
Square miles of post-event aerial imagery collected after catastrophe events in 2024

## Approach

As one of the United States' largest multiline insurers, we continually invest in data, analytics, technology and operations to make our processes more efficient and effective to better serve our customers and maintain our competitive edge. Our [competitive advantages](#) set Travelers apart; they are foundational to the success of our long-term financial strategy. Nonetheless, we understand clearly that the world is changing, and changing quickly. Broadly speaking, we see four significant forces of change impacting our industry.



## Forces of Change



We are pursuing an ambitious innovation agenda that is focused intently on these forces of change and is designed to ensure that our competitive advantages remain relevant and differentiating to drive our long-term success.

We believe the winners in our industry will be those with deep domain expertise who can continue to deliver industry-leading results while innovating successfully on top of a foundation of excellence. To ensure that we keep pace with the accelerating rate of demographic, economic, technological, environmental and societal changes in today's consumer and business environment, we have adopted a focused approach to innovation as a business discipline. Our Chief Innovation Officer leads a dedicated team of innovation specialists who focus on championing and supporting experimentation across the enterprise and enable connections to new capabilities in external ecosystems.

At the same time, our Technology & Operations teams, led by our Chief Technology & Operations Officer, are also actively engaged in our ambitious innovation agenda by driving our digital transformation, AI and advanced data and analytics initiatives. As we scale our agile practices across the organization, including through empowered cross-functional groups, we continue to reinforce our leading position in the industry. We are also deeply committed to modernizing our technology architecture and embracing our cloud-computing journey to enable us to continue delivering new business capabilities at scale – driving our performance today and positioning us for success in the future.

Our “*perform and transform*” call to action, discussed in our Chairman and [CEO's message](#), and our culture of innovation have become important parts of our DNA. Our collaborative approach to innovation helps us “focus on the future” by bringing an innovative mindset to everything we do, forging strategic internal and external partnerships and accelerating new ideas with speed and direction – or, as we refer to it internally, “innovating with velocity.”

We are pursuing innovation in service of our vision to be *the undeniable choice for the customer and an indispensable partner for our agents and brokers*. In support of that vision, we have three innovation priorities:

CEO Message	Company	Governance	Other Key Drivers of Sustained Value	Financial Performance	Resources
<b>Innovation</b>	Discovering Emerging & Future Opportunities	Driving an Innovation Mindset & Velocity	Harnessing the Power of Data & Knowledge	Innovative Products & Services	Illustrative Initiatives

- **Extend our advantage in risk expertise.** We have been a leading property casualty insurer over many years by being excellent at understanding risk and the products and services our customers need to manage their risk. Core to that is our ability to balance the science and art of risk-based decision-making based on data and analytics. That skill set requires a combination of deep expertise and a special culture that values collaboration and long-term success. It is an important competitive advantage developed over a long period of time and one that we believe is very difficult to replicate. We seek to extend our advantage by investing in innovative areas such as predictive modeling, advanced analytics, robotic process automation, machine learning and AI.
- **Provide great experiences for our customers, agents and brokers.** We are laser-focused on providing great experiences for our customers, distribution partners and employees. We are investing in technologies, capabilities and talent to become faster, nimbler, more digital, more mobile and more personalized. When we think there is a proprietary advantage, we invest in building these capabilities ourselves. In other cases, we partner with, invest in or acquire organizations – both established businesses and startups – to bring these great experiences to market more efficiently. Both approaches have resulted in new and enhanced capabilities, such as on-demand certificates of insurance for Small Commercial accounts, ongoing improvement to our self-service web experience, a completely redesigned mobile app, virtual home and auto inspections, nurses making virtual visits, loss consultation and digital claim payments, to name a few.
- **Optimize productivity and efficiency.** We are continually working to optimize our productivity and efficiency to enhance our operating leverage. This is not just about tightening the belt; it is about bringing a real strategic lens to the way we think about how we do what we do in an effort to do more with less. Enhanced operating leverage provides us with the flexibility to let the savings fall to the bottom line, reinvest the savings and/or compete on price without compromising our return objectives.

<b>Innovation</b>	<b>Discovering Emerging &amp; Future Opportunities</b>	Driving an Innovation Mindset & Velocity	Harnessing the Power of Data & Knowledge	Innovative Products & Services	Illustrative Initiatives
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## Discovering Emerging & Future Opportunities

As a leading property casualty insurer with deep industry expertise and a long-standing commitment to learning, we believe that our employees, and the knowledge and insight they bring to serving our customers, underlie all of our key competitive advantages. Our talent and expertise, when combined with data, analytical tools and research capabilities, help us identify emerging and future opportunities, enabling us to offer our customers the products and services they need to protect what's important to them.

We track key trends that offer clues to how the future may evolve so that we are better positioned as customer preferences and expectations continue to evolve with time. We have in-house teams dedicated to researching and formulating educated viewpoints about the future of society, technology and the insurance industry, driving our long-term strategic priorities. From autonomous vehicles to AI, we systematically assess new technologies, plan for their potential impact and identify the business opportunities that may arise as a result.

In addition to watching industry trends, we continually evaluate evolving risks to our customers and help them with mitigation opportunities. We can test real-life scenarios at our research and training facilities – [Claim University](#), the [National Catastrophe Center](#) and the [Risk Control Forensics and Digital Forensics Laboratory](#). Sharing what we learn with our underwriters helps them better select and price risks and develop products and services that address emerging risks to meet customer needs. These insights also give our Risk Control professionals a competitive edge, allowing them to work effectively with customers to help them identify occupational risks and mitigate and manage exposures to loss. In addition, our learnings allow our customers to help improve their employees' safety and wellness, as well as their own business results. Finally, these insights enable our Claim professionals to help our customers recover from losses quickly and efficiently. We also share our insights with our customers and the public through our agent and broker partners, our [Prepare & Prevent](#) website, the [Travelers Institute](#) and [MyTravelers® for Business](#).

## Fostering External Partnerships

With emerging trends and future scenarios in mind, our dedicated innovation scouts help us forge new partnerships and alliances outside of Travelers to broaden our perspective, gain early access to new ideas and develop solutions to some of the most compelling challenges impacting the industry. We position ourselves in the flow of innovation around the globe by collaborating with incubators, startups, venture capital and private equity firms, and others that are developing exciting new technologies and capabilities. We partner with incubators like Plug and Play and FinTech Innovation Lab. These innovation programs bring together startups from across the globe and some of the world's largest corporations. Through these partnerships, we participate in initiatives such as the Hartford InsurTech Hub, a collaboration of insurance carriers, representatives of the City of Hartford and community stakeholders, all focused on industry evolution through collaboration and innovation. The goal of this group is to develop a local innovation ecosystem supported by local resources, capabilities and talent, in which insurance technology startups can flourish. We view our involvement in this Hartford-based initiative as an investment in both our communities and our business.

To bring innovative solutions to the construction industry, we launched the [Travelers Innovation Network for Construction](#) in 2023. This online platform gives construction customers access to industry insights, as well as a curated group of technology providers and solutions aimed at improving productivity and safety on worksites. Eligible customers can also qualify for discounts on certain products or services presented on the platform. In December 2023, Travelers was recognized by Plug and Play with the InsurTech Corporate Innovation Award for the launch of the Travelers Innovation Network. Since then, we've added more industries to the Travelers Innovation Network, including Energy, Transportation and Ocean Marine.

To engage future talent and address industry challenges, we are partnering with academic institutions such as the University of Connecticut (UConn) and Kennesaw State University (KSU) in Georgia. In joint projects with UConn, the Travelers Data & Analytics team is focused on AI, machine learning techniques and statistical modeling. In 2022, for example, together with KSU, we applied theoretical

concepts to real-world AI problems and co-authored four research papers on using AI in a responsible manner while reducing potential classification errors. In addition, as part of our partnership with KSU, we formed the Travelers Responsible AI Lab (TRAIL) at KSU, with a continued focus on leading-edge AI research.

Our external partnerships help advance our data and AI capabilities. We continue to assemble new third-party data sets while refining our existing data to unlock new sources of insights and drive automation and productivity. For example, we set out to find new ways to expedite the process used to detect total losses from wildfires, specifically in the most prevalent fire loss areas of the western United States. The identification of total losses from imagery enables us to initiate the claim process faster, which, in turn, allows our customers to begin recovering and rebuilding their properties more quickly.

## Driving an Innovation Mindset & Velocity

We built our internal innovation ecosystem to develop the key capabilities needed for the future by leveraging the best talent and ideas from both inside and outside our company. In collaboration with our dedicated Enterprise Innovation team, our network of Travelers leaders – known as our Innovation Evangelist Network – supports and champions the crafting of innovation-related objectives for each of our business lines. This network is supported by hundreds of subject matter experts, software engineers, design specialists and data and analytics professionals. These teams deploy their unique insights, perspectives and skills to bring innovative products and services to market and optimize productivity and efficiency to better serve our customers and agent and broker partners.

Through experimentation and partnerships, our Enterprise Innovation team supports our evangelists and other business leaders through mentoring, coaching, facilitation, tools and testing platforms. The team provides:

- A best-in-class innovation methodology to rapidly bring ideas to life, supported by tools, training classes and online resources.
- Innovation designers to facilitate problem definition, information gathering, experiment design and, ultimately, the building of robust business cases for new ideas.
- A platform for rapid test-and-learn that leverages engineers, the latest software tools and emerging technologies inside and outside the company to enable experimentation at scale.
- Help solving critical business problems and driving velocity within our innovation agenda.



We continue to develop tools, training, communications and events to foster an innovation mindset throughout Travelers. Notably, to elicit new ideas, we host an annual ideation event, which we refer to as “Innovation Jam” (InJam). Participants collaborate and compete over the course of 24 hours to develop prototypes that address business challenges. InJam participants include Travelers employees from the United States, Canada and Europe and span all of our business lines and functions. The event brings together employees’ knowledge and expertise in insurance, technology, design, customer experience, marketing and communications, among other disciplines, to solve critical business problems in new and creative ways. For more than 11 years, our annual InJam has engaged thousands of employees, inspired a number of practical solutions and led to 90 patent applications by Travelers. The 2024 InJam, which was conducted both virtually and in person, drew more than 1,250 participants and involved more than 220 teams.

## Harnessing the Power of Data & Knowledge

Data and analytics can help us explain events from the past or anticipate what may happen in the future. At Travelers, we believe data and analytics are transformative, strategic assets that provide us with a competitive advantage, help create great customer experiences and improve the overall productivity and efficiency of our business.

Travelers has been using data and analytics for more than 170 years, but the world is constantly evolving. Our Data & Analytics team continually incorporates new sources of data to further enhance our risk insights and optimize our operational decisions.

In 2024, we:

- Processed more than 1.7 million loss notices.
- Responded to more than 15 million quotes.
- Managed approximately 28 million interactions with customers across Claim and Operations.

All of these business interactions can be optimized through the innovative use of technology, data, analytics and AI. These ingredients are at the core of our digital journey, and we believe they will help us reimagine our business interactions over time.

Our Data & Analytics team, led by our Chief Data & Analytics Officer, has strong partnerships across the enterprise and is responsible for executing our strategic data, analytics and AI priorities. Through these capabilities, we are providing solutions to challenges in our business and our industry, with the explicit goal of further extending our data and analytics advantage to drive industry-leading performance for years to come.

We are accelerating our transformation by expanding omnichannel customer engagement and leveraging advanced analytics and AI to drive better risk segmentation, boost productivity, improve operational efficiencies and create great experiences for our customers, agents and brokers.

Responding to the needs of our customers and business teams, we have prioritized design-thinking tools and have shifted from a project management focus to a product-led mindset. This means that small teams composed of individuals from a mix of disciplines and functions are responsible for specific products and are empowered to make decisions that help drive business outcomes and speed to market.

We have evolved the engineering practices across our Technology & Operations teams to be more directly integrated into the business. This positions our engineers to better understand and appreciate the digital business drivers in today’s market, which helps inform how we interact with our customers, agents, brokers and employees to create frictionless digital experiences.

## Cultivating Our Data Culture

Our Data Culture program reinforces the strategic value of data and how it impacts our business. The program is intended to ensure that all employees take ownership of data, understand and protect data, capture data appropriately and make sure the data they are using is accurate and timely. Program highlights include:

- **Engagement.** Creating awareness and understanding of the importance and impact of data.
- **Learning and Development.** Offering programs to support a community of continual learning and growth.
- **Enablement.** Providing tools and resources to aid in maturing a data-driven culture.

As part of this program, our Leadership Series prepares our operational leaders to become even better consumers of data and analytics capabilities. The series extends beyond traditional uses in product risk segmentation, enabling leaders to rethink work across the value chain. Through this series, we seek to support better decision-making, enhance productivity and build improved experiences for our agents, brokers, customers and employees – all of which help us maintain and advance our industry-leading performance.

## Innovative Products & Services

The forces of change in our industry present not only risk but also significant opportunities. We continually leverage our innovation ecosystem and data-centric culture to provide new products and services to the insurance market that align with our three [strategic innovation priorities](#). Here are some examples of those innovative products and services and how we are using technology to deliver them.

### Innovative Products & Services

Business Insurance	
Connected Protection	<ul style="list-style-type: none"><li>• Our Connected Protection program helps our property customers reduce risk by introducing them to Internet of Things (IoT) solutions, such as smart devices, and a network of preferred suppliers who can provide them.</li><li>• The smart devices provide customers with real-time feedback and alerts through a smartphone or computer dashboard. The devices can address a range of risks, such as water leaks and broken manufacturing equipment, while the suppliers can offer potential discounts and smart device guidance.</li></ul>
Using AI to Streamline Submission and Quoting Processes	<ul style="list-style-type: none"><li>• Insurance quote requests often require significant manual effort to extract information from submitted documents before an underwriter can fully evaluate and price the risk. By organizing valuable unstructured data from submission documents, AI augments our underwriting capabilities, enhancing risk selection and increasing efficiency while also enabling agents and brokers to write more business more quickly.</li></ul>



<b>Innovation</b>	Discovering Emerging & Future Opportunities	Driving an Innovation Mindset & Velocity	Harnessing the Power of Data & Knowledge	<b>Innovative Products &amp; Services</b>	Illustrative Initiatives
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## Business Insurance

<b>Travelers’ Third-Party Claims Administration Services</b>	<ul style="list-style-type: none"> <li>Through its subsidiary Constitution State Services (CSS), Travelers has provided claim management services for more than 40 years. CSS acts as a third-party administrator for larger commercial customers for workers compensation claims, general liability claims, commercial auto claims and property claims.</li> <li>CSS provides a prompt, focused response to claims, working collaboratively with our clients to efficiently pay what is owed, manage expenses and provide excellent customer service. CSS is able to deliver superior results by leveraging its national scale and technical expertise.</li> </ul>
<b>BrokerTech Ventures</b>	<ul style="list-style-type: none"> <li>We continue to partner with BrokerTech Ventures – an entity that convenes broker-centric innovation, ideation, investment and communication – to identify new ways to collaborate on technology solutions for agents and brokers. BrokerTech Ventures, a Holmes Murphy accelerator, continues to provide Travelers with early access to startups focused on developing technology solutions for the insurance industry.</li> </ul>
<b>Digital Delivery of Policy Documents</b>	<ul style="list-style-type: none"> <li>By enabling agents and customers to correspond and transact business with us digitally, including by e-signing documents, we’re able to provide quicker service while reducing our paper usage and mail costs.</li> </ul>
<b>Risk Management Information Services (e-CARMA®)</b>	<ul style="list-style-type: none"> <li>Travelers Risk Management Information Services uses advanced technology to gather and analyze many elements that can have a significant impact on loss experience.</li> <li>For our larger Business Insurance customers with more sophisticated or complex operations, we offer <a href="#">e-CARMA</a>, a comprehensive and customizable analysis tool that makes accessing loss information faster and easier so our customers can make timely and informed decisions to help keep their businesses running smoothly.</li> </ul>
<b>MyTravelers® for Business</b>	<ul style="list-style-type: none"> <li>In 2024, we continued to experience increased adoption of our digital business assets. <i>MyTravelers</i> for Business provides online, on-demand self-service capabilities for our customers so they can manage their business insurance accounts on their own schedules.</li> <li>Once logged in, customers can view their Travelers policies and billing accounts and access an extensive inventory of capabilities. These include reporting a claim or checking the status of a claim; obtaining copies of policy documents or certificates of insurance; accessing historical claim or loss run information; printing auto ID cards; and viewing limits and deductibles.</li> </ul>

## Business Insurance

### Global Companion<sup>SM</sup> Plus+

- *Global Companion Plus+* is a product that builds on the company's broad property and casualty offerings for U.S. firms with foreign exposures. Features of *Global Companion Plus+* include:
  - **Primary Foreign Voluntary Workers Compensation.** Protects employees who are working outside their home countries.
  - **Financial Interest.** Provides a separate \$1 million limit for U.S.-based companies as an extra layer of protection when an eligible foreign subsidiary suffers a covered loss.
  - **Global Panel Counsel Service.** Helps businesses in need of legal assistance abroad find reputable in-country representation experienced in local regulations and languages.
  - **Emergency Evacuation Coverage.** Offsets the cost of employees who must evacuate while abroad. This now includes coverage for natural disasters, political unrest and endemic disease.

[Learn more](#)

### Expanded Offerings on Travis<sup>®</sup>

- Using the *Travis* platform, agents can cross-sell, quote and bind Business Owner's Policy, General Liability, Property and Workers Compensation products in a few easy clicks. This enhanced digital connectivity and integration of products drives efficiencies for our distribution partners and provides value to our Small Commercial customers.

### Certified Data Products

- We created a series of certified data products that leverage both Travelers and third-party data. These products are operationally integrated, mastered, standardized, curated and quality controlled.
- For example, our new Certified Business database contains details on more than 30 million businesses, nonprofits and municipalities, providing a 360-degree view of each entity. Certified Business currently enables employees to share customer information across all lines of business – improving our ability to generate new business leads, cross-sell our products and make more informed business decisions during the sales and underwriting process.

## Personal Insurance

### SaveMyRide<sup>SM</sup>

- *SaveMyRide*, developed during Travelers' InJam and executed in partnership with our Claim team, offers our customers free parking at a safer location to protect their vehicles from an impending hurricane or tropical storm.
- During the pilot, customers reserved a parking spot for their vehicle and requested a rideshare service to a safe location at no additional cost. This program puts our customers more at ease knowing their vehicle is in a safer location during a large weather event, while saving the company money in loss costs.

<b>Innovation</b>	Discovering Emerging & Future Opportunities	Driving an Innovation Mindset & Velocity	Harnessing the Power of Data & Knowledge	<b>Innovative Products &amp; Services</b>	Illustrative Initiatives
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## Personal Insurance

### Renewal Premium Compare Tool

- The Renewal Premium Compare Tool is a fast, convenient, easily accessible way for our customer-facing employees and agents to clearly understand why a customer's premium has changed.
- This tool has created efficiencies to better equip our employees, agents and partners to meet our customers' needs.

## Bond & Specialty Insurance

### Project Loss Insurance

- As construction projects continue to reach new heights, so do the exposures faced by construction companies. Bigger projects mean greater bottom-line risk. One poor estimate or delinquent subcontractor could cause construction companies to face significant business impairment or worse – complete failure. Only Travelers offers this innovative product designed to help protect construction companies from a potential catastrophic loss.

### Cyber Risk Management Expertise and Services

- When it comes to cybersecurity, the right insurance policy is essential, but that is only one part of what we have to offer. Through a dedicated team of cybersecurity professionals, partnerships with leading security firms and state-of-the-art vulnerability scanning, we are improving the risk management capabilities we bring to agents and customers. Travelers is continually expanding capabilities to provide its SmartCyber and CyberRisk policyholders with innovative pre- and post-breach risk management resources.
- Risk management services include:
  - A CyberRisk dashboard with 24/7 access to vulnerability scan findings, threat alerts and a self-guided security assessment available to all policyholders.
  - Access to a team of in-house cybersecurity experts to answer questions and provide guidance at no additional cost.
  - Sending an alert within hours with appropriate remediation steps when we detect a higher-risk vulnerability in a customer's system.
  - Access to the Travelers eRiskHub® powered by NetDiligence®, cyber coaches who can offer actionable advice and answers, and pre-breach services provided by HCL Technologies.

### Management Liability Offerings via Travis®

- Using the *Travis* platform, agents can cross-sell, quote and bind certain Management Liability coverages alongside the Business Owner's Policy (BOP) in a few easy clicks. This enhanced digital connectivity and integration of products drives efficiencies for our distribution partners and provides value to our Small Commercial customers.

### Travelers Click®

- This modern and sophisticated online system leverages our data to help agents place smaller transactional bonds, such as notary and license and permit bonds, through a no-touch/low-touch process. With more than 5,000 bond types available and new features continually being added to this robust underwriting engine, we help agents and brokers process bonds more easily.

<b>Innovation</b>	Discovering Emerging & Future Opportunities	Driving an Innovation Mindset & Velocity	Harnessing the Power of Data & Knowledge	<b>Innovative Products &amp; Services</b>	Illustrative Initiatives
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## Distribution

<b>Embedded Insurance Opportunities</b>	<ul style="list-style-type: none"> <li>Travelers Personal Insurance provides embedded commerce solutions for insurance-adjacent brands where insurance is a secondary but necessary consideration.</li> <li>Customers of these digital brands can receive quotes either directly from Travelers or via various other carriers. They may also purchase an insurance policy through InsuraMatch, a Travelers-owned national insurance agency.</li> </ul>
<b>InsuraMatch</b>	<ul style="list-style-type: none"> <li>InsuraMatch is a Travelers-owned national property casualty insurance agency that writes business for 50+ carriers across the United States. It provides its partners' clients with an easy online comparison-shopping experience backed by a licensed staff of insurance advisors.</li> <li>InsuraMatch has enabled Travelers to strengthen its direct-to-consumer business and its affinity relationships, as well as launch embedded partnerships through digital and call center experiences.</li> <li>InsuraMatch's small commercial Excess and Surplus Wholesale brokerage operation continued to scale nationally in 2024. As of year-end 2024, it actively writes business in 44 U.S. states plus the District of Columbia and serves 1,800 Travelers Select retail agents.</li></ul> <a href="#">Learn more</a>
<b>Simply Business®</b>	<ul style="list-style-type: none"> <li>Simply Business is a growing company, owned by Travelers and operated as a standalone business, which offers products online on behalf of a broad panel of carriers with a presence in the United Kingdom and the United States.</li> <li>Its proven business model enhances the insurance buying experience for microbusiness owners and aligns with Travelers' efforts to simplify the small commercial insurance transaction.</li> <li>Simply Business has more than 1 million microbusiness and landlord customers, representing more than 1,000 classes of business.</li></ul> <a href="#">Learn more</a>
<b>Zensurance®</b>	<ul style="list-style-type: none"> <li>Zensurance, our wholly owned subsidiary, is a Toronto-based digital provider of online insurance solutions for small businesses, offering business insurance online on behalf of a broad panel of carriers in Canada.</li> <li>Zensurance uses data and analytics to identify the most common risks that small businesses face and designs insurance packages that are best suited for their respective industries.</li> <li>Zensurance is a natural fit with our Simply Business team, further adding to our digital capabilities and medium-term strategic positioning to serve small businesses and microbusinesses.</li></ul> <a href="#">Learn more</a>

<b>Innovation</b>	Discovering Emerging & Future Opportunities	Driving an Innovation Mindset & Velocity	Harnessing the Power of Data & Knowledge	<b>Innovative Products &amp; Services</b>	Illustrative Initiatives
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Claim	
<b>Claim Knowledge Virtual Assistant</b>	<ul style="list-style-type: none"> <li>This generative AI-based conversational assistant answers Claim employees' questions in a conversational format, based on information stored in the Claim department's extensive internal knowledge base. While Claim professionals remain responsible for their decisions, this innovative capability can save time currently spent searching for information.</li> </ul>
<b>MyTravelers® Repair Network for Auto</b>	<ul style="list-style-type: none"> <li>We expedite the processing of auto damage claims through predictive models that quickly categorize types of vehicle damage and assist in the damage assessment process. Through partnerships with trusted repair shops, we offer our customers an efficient one-stop repair solution.</li> </ul>
<b>Catastrophe Event Analytics</b>	<ul style="list-style-type: none"> <li>We continually leverage data, analytics and AI to track storms, policies in force and pre-storm damage to understand the impact of a catastrophe event and proactively deploy resources to help our customers restore what matters most to them.</li> </ul>
<b>QuantumSubro<sup>SM</sup></b>	<ul style="list-style-type: none"> <li><a href="#">QuantumSubro</a> utilizes the scale and expertise of Travelers' subrogation capabilities to provide a cost-effective recovery solution for carriers or entities impacted by mass claim events.</li> </ul>
<b>Drones in Property Inspection</b>	<ul style="list-style-type: none"> <li>Widespread use of uncrewed aerial systems (drones) in property damage inspections speeds claim inspection and resolution times; in 2024, approximately 94% of all Personal Insurance claims were closed within 30 days when a drone was used during the inspection process, as compared with nearly 89% when a drone was not used.</li> <li>Widespread use of drones enhances customer experience and increases employee safety.</li> <li>We conducted approximately 250,000 drone flights for property claims in 48 states and Canada since the inception of the program, with more than 700 certified pilots as of year-end 2024.</li> <li>Travelers was the first insurer to develop a drone training program and assisted with developing FAA regulations for commercial use of unmanned aircraft systems.</li> <li>Travelers' partnership with Aloft, a leading provider of drone operations software, reinforces our leadership role in the commercial application of drone technology.</li> </ul>
<b>Preferred Contractor Network</b>	<ul style="list-style-type: none"> <li>Introduced in 2022, our <a href="#">preferred contractor network for home repairs</a> helps connect homeowners with qualified contractors quickly and easily.</li> </ul>
<b>Mental Health App</b>	<ul style="list-style-type: none"> <li>In Workers Compensation, we offer new tools focused on the biopsychosocial wellness of the injured employee, including the <a href="#">Wysa for Return to Work app</a> designed to support the well-being of injured employees.</li> </ul>
<b>Virtual Inspection Tools</b>	<ul style="list-style-type: none"> <li>We partner with vendors to offer virtual tools that help customers share information with us about their homes or vehicles to streamline the damage inspection process. With our virtual inspection tools, we can quickly assess coverage and damages and often resolve a property or auto claim in hours.</li> </ul>
<b>Claim Helper</b>	<ul style="list-style-type: none"> <li>We launched efforts in our General Liability business to help unrepresented claimants understand how to value their claims, creating efficiencies for all parties.</li> </ul>

<b>Innovation</b>	Discovering Emerging & Future Opportunities	Driving an Innovation Mindset & Velocity	Harnessing the Power of Data & Knowledge	<b>Innovative Products &amp; Services</b>	Illustrative Initiatives
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Risk Control	
Construction Vibration App	<ul style="list-style-type: none"> <li>When construction work is occurring, the impacts may be felt beyond the worksite. The online tool <a href="#">ZoneCheck®</a> helps construction companies understand how site activities can impact ground vibration and identify related risks to nearby structures.</li> </ul>
Forensics and Digital Forensics Laboratory	<ul style="list-style-type: none"> <li>We have a Forensics Laboratory staffed by a team of scientists and engineers with backgrounds in chemistry, <a href="#">materials science</a>, construction, oil and gas, fire protection and investigation, electrical and mechanical engineering, and accident reconstruction. These broad capabilities leverage analytical rigor to identify how losses occur and who or what is responsible.</li> <li>Our Digital Forensics Laboratory, staffed by specialists, enables Travelers to ingest, preserve and analyze digital data from any source, including the web, social media and smart devices. This capability considerably advances forensic investigations and contributes to our understanding of how losses occur and ability to detect fraud.</li> </ul>
Industrial Hygiene Laboratory	<ul style="list-style-type: none"> <li>Our Industrial Hygiene Laboratory, located within our Claim University campus in Connecticut, provides specialized services to our business customers to help them assess employee exposures to potentially harmful environments and work toward the prevention of occupational illnesses.</li> <li>The laboratory is equipped with state-of-the-art analytical instrumentation, sampling equipment and methods for analyzing more than 500 chemicals and a dedicated staff of certified industrial hygienists, chemists and technicians. For more information regarding our Industrial Hygiene Laboratory, visit the <a href="#">Safety &amp; Health</a> section of this site.</li> </ul>
Ergonomics Specialist Expertise and Technology	<ul style="list-style-type: none"> <li>The combination of Travelers’ ergonomics expertise and video capabilities enhanced by AI allows us to help customers understand risk factors and areas of impact and implement changes that can measurably reduce the risk of soft tissue injuries and musculoskeletal disorders.</li> <li>This virtual safety consulting capability enables customers to access our network of safety specialists in real time. Customers can upload digital media and collaborate with Travelers specialists to evaluate occupational hazards and design and implement safety improvements.</li> <li>Using digital video and screen-sharing technology, ergonomics specialists collaborate with our customers, including through the use of our AI-Assisted Ergonomic Assessment, to identify job hazards and design improvements to help reduce the risk of developing musculoskeletal disorders.</li> </ul>
Personalized Risk Control Advice	<ul style="list-style-type: none"> <li>We help customers protect their businesses and employees through one-on-one consultations with Risk Control professionals and personalized web-based systems to get them the right resource at the right time.</li> </ul>



<b>Innovation</b>	Discovering Emerging & Future Opportunities	Driving an Innovation Mindset & Velocity	Harnessing the Power of Data & Knowledge	<b>Innovative Products &amp; Services</b>	Illustrative Initiatives
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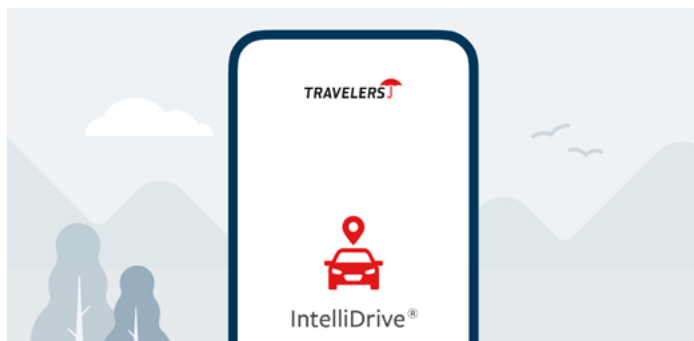
Risk Control	
<b>Risk Control On-Demand®</b>	<ul style="list-style-type: none"> <li>• <i>Risk Control On-Demand</i> capabilities allow us to virtually interact with our customers to help them understand and manage exposures to loss and collaborate with their management teams across multiple locations.</li> <li>• We develop consultative reports to provide actionable solutions that can help our customers reduce risk.</li> </ul>
<b>Fire Protection Impairment Tool</b>	<ul style="list-style-type: none"> <li>• Available on our secure Risk Control website on MyTravelers® for Business, this tool is designed to help customers record and communicate to Travelers when a sprinkler system, a fire pump, special extinguishing systems or another fire protection system component is out of service.</li> <li>• Customers can track impairments at multiple properties and get reminder emails to help return a system back to service in a timely manner, helping to protect their business and employees.</li></ul> <a href="#">Learn more</a>
<b>Helping Contractors Manage the Cost of Risk</b>	<ul style="list-style-type: none"> <li>• Travelers has an exclusive agreement with Procore, a leading provider of construction management software, to help contractors manage the total cost of risk through improved operations and jobsite safety.</li> <li>• Procore’s construction platform connects entire project teams, from the office to the field and across companies. This provides key stakeholders – owners, general contractors, specialty contractors, architects and engineers – with the ability to collaborate across locations and devices.</li> <li>• Procore’s platform can help contractors avoid many costly losses and delays through effective risk management and cross-team collaboration.</li></ul> <a href="#">Learn more</a>
<b>Pump Loan Plus®</b>	<ul style="list-style-type: none"> <li>• Our <i>Pump Loan Plus</i> program is an instrument loan service combined with a virtual consulting program to help customers assess their occupational health exposures. The program also includes options to use remote sensing technologies for indoor air quality.</li> <li>• Travelers loans customers the necessary equipment to complete various sampling. Customers conduct sampling and send the data and samples back for analysis. Risk Control staff provides technical assistance under the direction of a Certified Industrial Hygienist.</li> <li>• Following analysis by the Travelers Industrial Hygiene Laboratory, the customer receives a letter of interpretation from our consultants to assist in risk mitigation.</li> <li>• This flexible approach promotes self-sufficiency for customers to better understand occupational exposures in a timely and cost-effective manner.</li> </ul>

Risk Control	
Right Touch	<ul style="list-style-type: none"><li>• Right Touch is an engagement strategy used by our Underwriting and Risk Control groups that leverages data, technology and our collective field experience to effectively identify changes at an account or location that may increase exposure to a loss.</li><li>• The Right Touch tool analyzes data related to changes in exposure, changes in claim trends, observations and recommendations to help prioritize on-site surveys or follow-up consultations.</li><li>• The Right Touch analytics and conclusions are expected to guide faster, more consistent decisions regarding whether and when to engage Risk Control and to enable us to provide customers with the right products at a competitive price.</li></ul>

To learn about how our innovative products and services incentivize health, safety and/or environmentally responsible actions and behaviors, see our [SASB Report](#).

**Innovation**Discovering Emerging  
& Future OpportunitiesDriving an Innovation  
Mindset & VelocityHarnessing the Power of  
Data & KnowledgeInnovative Products  
& Services**Illustrative  
Initiatives**

## Illustrative Initiatives



INTELLIDRIVE®

### Leveraging Telematics to Encourage Safe Driving



CLAIM UNIVERSITY

### Training World-Class Claim Professionals



INNOVATION FOR SAFETY

### Leveraging Technology to Improve Worker Safety



NATIONAL CATASTROPHE CENTER

### Catastrophe Planning and Response

## Public Policy

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# Public Policy



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Travelers commits to constructive participation in the public policy dialogue around issues core to our business and on behalf of our customers, our agents and brokers and the communities we serve. Through the Travelers Institute, our public policy division, we engage with policymakers and thought leaders to help address today's challenges and tomorrow's needs.

**Highlight****~1,200**

Travelers Institute® events and speaking engagements over the past 15 years, educating thousands of consumers and business leaders

## Approach

Travelers established the Travelers Institute in 2009 as a means of participating in the public policy dialogue on matters of interest to the property casualty insurance sector, as well as the financial services industry more broadly. The Travelers Institute draws upon the industry expertise of Travelers senior management and the technical expertise of its risk professionals, as well as other experts, to provide information, analysis and recommendations to public policymakers and regulators. The Executive Vice President of Public Policy is the President of the Travelers Institute, is a member of our Management and Operating Committees and reports to the Nominating and Governance Committee of the Board on an annual basis.

In 2024, the Travelers Institute celebrated a milestone anniversary. Since its founding 15 years ago, the Travelers Institute has hosted or participated in nearly 1,200 events and speaking engagements. During that time, nearly 470,000 audience members have watched Institute webinars, listened to its podcast or attended in-person forums in more than 200 cities across the United States, the United Kingdom and Canada.

Government regulators and policymakers use the Travelers Institute to provide unbiased resources and educational programming to help inform their decision-making with respect to the insurance industry.

**Public Policy**

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Our senior business leaders set the Travelers Institute's public policy priorities. They ensure that Travelers Institute® initiatives align with the company's business strategy and drivers of sustained value and have the greatest possible impact in the communities in which we live and work. Our current priorities are presented in detail on the [Travelers Institute](#) website and include:

- [Distracted driving](#).
- [Autonomous vehicles](#).
- [Enhancing cybersecurity](#).
- [Small business advocacy](#).
- [Disaster preparedness and coastal challenges](#).
- [Workforce trends](#).

In addition to bringing value to our communities and agent and broker partners, Travelers Institute® programming helps educate the company's employees and senior leaders, who regularly attend Travelers Institute events, about issues and trends affecting our industry.

## Stakeholder Engagement & Strategic Relationships

The Travelers Institute regularly engages with policymakers, business leaders, researchers, students, civic organizations, advocacy groups and others to examine solutions to the challenges facing communities and businesses today. Through educational symposia, strategic coalitions, conferences, webinars, podcasts, publications and other activities, the Travelers Institute helps further dialogue on a variety of important public policy issues, including those outlined under our [Approach](#). These cross-sector collaborations help drive informed discussion and demonstrate our willingness and ability to thoughtfully provide industry leadership.

Collaboration across federal, state and local governments is core to the Travelers Institute's mission. Travelers Institute® programming has featured representatives from various state Departments of Insurance, the U.S. Department of Homeland Security, the Federal Bureau of Investigation, several Federal Reserve Banks, the Federal Trade Commission, the National Highway Traffic Safety Administration, the U.S. Small Business Administration and the Cybersecurity & Infrastructure Security Agency, among others. The programs offer critical education about selected public policy topics and provide a platform for government agencies to share and promote resources.

Travelers Institute programming not only fills an important role in the public policy dialogue but also enhances our relationships with our customers, independent insurance agents, state regulators and the public. In particular, Travelers Institute educational programming offers unique value to our network of more than 12,700 agent and broker partners, providing a distinguished thought leadership platform. Over the past 15 years, the Travelers Institute has hosted hundreds of events for, or in collaboration with, agents and brokers, enhancing these relationships while providing education and risk mitigation strategies to thousands of consumers.

As an example, the Travelers Institute offers presentations on the economic outlook and political landscape at agent conferences and events and provides educational content for agents and brokers to share with clients. Other Travelers Institute programming leverages our agents' knowledge of how issues such as cybersecurity, distracted driving and natural disasters directly affect families, businesses and communities. Agencies and agent associations regularly co-host programs, invite customers and provide expert speakers, leveraging their risk management expertise and reinforcing their value as trusted advisors for critical insurance decisions. Throughout 2024, the Travelers Institute offered continuing education (CE) credits to agents and brokers who attended cybersecurity education symposia. In total, 166 agents and brokers across eight states and the District of Columbia received CE credit, a valuable step in renewing their insurance license. The Travelers Institute's programs are a great example of how our efforts to strengthen our communities also enhance our relationships with our agent and broker partners and contribute to our bottom line.

Notably, in 2020, the Travelers Institute enhanced its convening power and connected with important stakeholders through the [Wednesdays with Woodward®](#) webinar series. The series launched in June 2020 and explores personal and professional issues impacting our agents, our brokers, our customers, our employees and the communities we serve. Topics discussed have included cross-sector efforts to prevent and reduce cybercrime, the changing landscape of insurance distribution, the future of autonomous vehicles, evolving workforce dynamics, and raising awareness about effective disaster preparation, response and recovery, among many others. Through the end of 2024, the Travelers Institute hosted 136 webinars, which had more than 540,000 registrations and video or podcast replays.

## Political Engagement

In addition to [Travelers Institute®](#) activities, Travelers directly engages in the public policymaking process through the Travelers Government Relations team. Given that Travelers operates in a highly regulated and competitive industry, it is important for the company to evaluate and appropriately engage at both the state and federal levels. We believe our active participation in the political process is in the best interest of our shareholders, our employees and the communities in which we conduct business.

Our Government Relations staff gather input from various business lines, senior management and our Legal staff when analyzing public policy issues and lobbying priorities. Many of the issues we focus on – such as insurance regulation, regulatory modernization, catastrophe and terrorism risk insurance, and tort and class action reform – have a direct impact on the availability and pricing of the products and services we provide to our customers and on the performance of our businesses.

Travelers is committed to participating in the political process in a transparent, thoughtful and responsible manner, consistent with the company's [Code of Business Conduct and Ethics](#) and in compliance with all applicable legal requirements. Our policy titled [Commitment to Participation in the Political Process](#), which has been approved by our senior management, outlines our approach to participation in the political process and discusses Board and management oversight of such participation. We annually review and, as appropriate, update our political activity policy.

Highlights of our current policies and practices with regard to political campaign contributions and expenditures and lobbying activity include the following:

### Board Oversight and Governance around Political Activities

Travelers conducts its political activities, including lobbying, under the oversight of the Nominating and Governance Committee of the Board, which is composed solely of independent directors. Our Head of Government Relations and General Counsel review all corporate political campaign contributions and expenditures, as well as all dues and other payments made to relevant trade associations and other organizations. Lobbying activities on behalf of Travelers require prior approval of the company's Government Relations professionals. Further, the Head of Government Relations reports semiannually to the Nominating and Governance Committee of the Board regarding political contributions and expenditures made by Travelers, including dues and other payments made to relevant trade associations and other organizations, lobbying activities, and public policy issues of priority to Travelers. In addition, the Nominating and Governance Committee oversees our policy regarding political activities and any changes to that policy. The Nominating and Governance Committee provides the full Board with a report on the company's political activities at least twice per year.

As noted above, the Nominating and Governance Committee's oversight of political activities includes the company's membership in, and other support of, trade associations and other organizations. Our Government Relations staff and trade association colleagues promote and advance our position on issues having a direct or indirect impact on our business. Our membership in a particular trade association does not suggest that we agree with such association's position on every issue, nor does it suggest that Travelers joined such association primarily due to its lobbying activities.



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## No Corporate Contributions to Federal Candidates or Political Party Committees

In accordance with current applicable law, political contributions to federal candidates and federal political party committees may not be, and are not, made by Travelers. Such contributions may be made by our political action committee, The Travelers Companies, Inc. Political Action Committee (T-PAC), which is not funded by corporate funds, but rather by the personal funds given voluntarily by our employees. T-PAC's Contributions Committee, whose objective is to advance the best interests of Travelers and its shareholders, makes decisions concerning the use of those funds. T-PAC reports this spending in filings with the Federal Election Commission, which are publicly available.

## Disclosure of Political Contributions

Our participation in the political process is governed by law, in addition to internal policy. Travelers complies with all applicable laws and regulations pertaining to political campaign contributions at the federal, state and local levels, including those requiring specific disclosures.

These extensive disclosures required by applicable laws and regulations provide further transparency and public access to information regarding the scope of our political involvement.

Pursuant to our current political activity policy and based in part on shareholder input, Travelers discloses, semiannually in [political contributions reports](#) on our website, corporate contributions to candidates, candidate campaign committees and other political entities organized under 26 USC § 527. In our [political contributions reports](#), we also provide a link to the Federal Election Commission website containing reports filed on behalf of T-PAC.

We also file [federal](#) lobbying reports under the Lobbying Disclosure Act and periodic (e.g., monthly, quarterly, semiannual) [state](#) lobbying reports under the relevant state lobbying laws. Such filings not only disclose lobbying costs but also specifically identify the issues and government entities lobbied.

## No Direct Independent Expenditures

Travelers has not made any direct independent expenditures, at either the federal or state level, and does not have any plans to do so during the current election cycle. Direct independent expenditures, if any, would consist of funds spent by Travelers itself on communications in support of, or in opposition to, a candidate's campaign, without coordination with the candidate. Our political activity policy provides that Travelers may not make direct independent expenditures in a candidate campaign unless, and only if, it believes that an exception to that policy is justified by business need and it obtains the prior approval of the Nominating and Governance Committee or its Chair. If any such direct independent expenditures are made, Travelers would disclose them on its website in the same manner and at the same time as it discloses campaign contributions.

## Grassroots Lobbying, Ballot Measures & Payments to Tax-Exempt Organizations That Endorse Model Legislation

Travelers currently does not engage in grassroots lobbying. While Travelers typically does not make payments to influence the outcome of ballot measures, in 2024, Travelers provided support in opposition of Measure 118, which, if passed, would have raised Oregon's minimum tax on certain corporations, with the proceeds to go toward tax rebates for individuals. Travelers is currently not a member in, nor does it make payments<sup>1</sup> to, any tax-exempt organization that writes and endorses model legislation.

<sup>1</sup> Travelers pays registration fees for employees to attend meetings of the National Association of Insurance Commissioners and the National Council of Insurance Legislators.

## Participation in Trade Associations

Travelers joins trade associations and similar organizations to further its commercial interests, educate its employees or enhance its ability to serve customers. Travelers’ membership in a particular trade association does not suggest that it agrees with such association’s position on every issue, nor does it suggest that Travelers joined such association primarily due to its lobbying activities. Importantly, trade associations operate on an independent basis. Disclosure of Travelers’ membership in, or other support of, trade associations may not – and often does not – represent Travelers’ lobbying activity or policy positions.

On an annual basis, Travelers [discloses](#) on its website the lobbying allocation of dues paid by Travelers to trade associations and/or social welfare organizations, where such dues totaled \$25,000 or more.

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## Illustrative Initiatives



TRAVELERS INSTITUTE®

[Forces at Work<sup>SM</sup> Initiative](#)

TRAVELERS INSTITUTE®

[Distracted Driving – Every Second Matters®](#)

TRAVELERS INSTITUTE®

[Cyber: Prepare, Prevent, Mitigate, Restore®](#)

WEDNESDAYS WITH WOODWARD® WEBINAR SERIES

[Thought Leadership Programming](#)

TRAVELERS INSTITUTE®

[Thought Leadership on Disaster Preparedness](#)

SMALL BUSINESS – BIG OPPORTUNITY®

[Small Business Advocacy](#)

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TRAVELERS INSTITUTE®

[Travelers Institute University Outreach](#)



**Safety & Health**

Safety Awareness &amp; Culture

Industrial Hygiene Laboratory

Ergonomics Consulting Services

Transportation Safety

Fire &amp; Life Safety

Enhancing the Experience of Injured Employees

Preventing Chronic Pain &amp; Potential Opioid Use

Illustrative Initiatives

# Safety & Health



As an employer, we're committed to the safety, health and well-being of our more than 30,000 employees – our most valuable asset. And as an insurer, we are in the business of improving the safety, health and well-being of our customers and our communities, from helping to reduce distracted driving to working with business customers to prevent and minimize the severity of workplace injuries.

**Highlight****>36,000**

Analyses on ~20,000 samples performed by the Travelers Industrial Hygiene Laboratory annually

## Approach

At Travelers, our success relies on the safety, health and well-being of our employees. Our workers compensation customers also trust us to help protect their most precious resource – their employees. This combined responsibility makes safety and health both a key driver of our sustained value creation and an opportunity to positively impact our communities more broadly.

## Protecting the Safety and Health of Our Employees

At Travelers, our employees are our most valuable asset, and we are committed to helping them be safe, healthy and productive in their lives and at work. To nurture a culture of safety, we outline our expectations in safety policies, regularly evaluate health risks, conduct incident root cause analyses and develop programs to mitigate safety risks for our employees. We provide onboarding training, which includes workstation ergonomics and driver safety. We also provide targeted training for our employees who drive regularly for work or visit potentially hazardous environments, such as construction sites or disaster areas.

We regularly survey our owned and leased facilities to check for and mitigate potential hazards. In addition, our company fleet vehicles are equipped with advanced safety features, including forward-collision warning systems and automatic emergency braking, to help keep our employees safe on the road. Our investments in drones also help keep our employees safe by reducing the need for them to engage in potentially hazardous activities, such as climbing onto ladders and roofs. We also offer our employees office workstation ergonomics consultation services and self-help ergonomic tools and training.

CEO Message	Company	Governance	Other Key Drivers of Sustained Value			Financial Performance		Resources
<b>Safety &amp; Health</b>	Safety Awareness & Culture	Industrial Hygiene Laboratory	Ergonomics Consulting Services	Transportation Safety	Fire & Life Safety	Enhancing the Experience of Injured Employees	Preventing Chronic Pain & Potential Opioid Use	Illustrative Initiatives

As discussed in further detail under [Business Resiliency](#), Travelers’ Incident Management Operating Model includes three teams: the Executive Crisis Management Team (ECMT), the Enterprise Event Response Team (EERT) and the Operational Response Team (ORT). These teams are tasked with overseeing and responding to incidents and emergency situations consistent with our event-specific playbooks. Our corporate pandemic plan, for example, outlines our strategy for maintaining a safe and healthy workplace while continuing to deliver uninterrupted service to our customers, agents and brokers.

Beyond working to ensure the work-related health and safety of our employees, we offer comprehensive benefit programs to help our employees be healthy and productive in all aspects of their lives. In 2024, in keeping with our culture of wellness, we continued to promote our extensive mental, physical and financial wellness resources, including those focused on reducing stress, remaining active and planning for financial security. To learn more about the comprehensive benefit programs we offer to our employees, see [Total Rewards](#) on the Human Capital Management section of this site.

## Protecting the Safety and Health of Our Customers’ Employees and Our Communities

As a leading workers compensation carrier, we share our risk control expertise, as well as our claim and medical data and analytic insights, with our customers and our agent and broker partners. Our Underwriting and Risk Control departments provide information to customers to help promote a safe workplace and identify and mitigate hazards. When claims do happen, our Claim and medical professionals quickly deliver appropriate resources to help the injured employee achieve optimal claim and medical outcomes and return to work as soon as medically appropriate. These resources include, among others, our interactive workers compensation claim portal, [MyTravelers® for Injured Employees](#).

Our team of more than 600 Risk Control professionals helps our Business Insurance customers address exposures to loss and prevent injuries through our resources regarding employee safety, ergonomics, industrial hygiene, driving safety and property preservation, among others. We conduct approximately 124,000 customer engagements per year through on-site surveys, on-demand risk evaluations, virtual risk assessments, jurisdictional inspections, trainings and online self-help resources. With one of the largest Risk Control departments in the industry, we have the experience and scale to provide our customers with the right resource at the right time.

We believe the insurance industry should also play an active role in promoting safety in our communities. That’s why we provide extensive safety resources to customers and the public through the [Prepare & Prevent](#) section of our website, which we amplify with outreach through traditional and social media strategies.

In addition, the [Travelers Institute](#), our public policy division, promotes safe behaviors. For example, the Travelers Institute helps combat distracted driving through its [Every Second Matters®](#) education campaign, and in 2024, it hosted webinars focused on employee health and safety through the [Wednesdays with Woodward®](#) series. These webinars included:

- [Resilience and Hope: Geralyn Ritter’s Story of Survival](#)
- [How Technology Innovations Are Improving Distracted Driving Data and Advancing Safety](#)
- [Fit for Success: Unlocking Health and Performance](#)

The Travelers Institute also hosted a half-day symposium in Denver, Colorado, titled [Leading Your Business Into 2025: Navigating the Economy, Public Policy and Worker Mental Health](#), as a part of the [Forces at Work™ initiative](#). The symposium featured a keynote address and panel discussion that explored the state of worker mental health and provided a framework for understanding mental health as a continuum.



**Safety & Health**

**Safety Awareness & Culture**

Industrial Hygiene Laboratory

Ergonomics Consulting Services

Transportation Safety

Fire & Life Safety

Enhancing the Experience of Injured Employees

Preventing Chronic Pain & Potential Opioid Use

Illustrative Initiatives

## Safety Awareness & Culture



### Travelers Workforce Advantage®

*Travelers Workforce Advantage* is our comprehensive approach to helping our Business Insurance customers manage employee safety. Given our broad and deep experience in understanding risk, we are well positioned to help our customers understand and address their key exposures and assist them in developing risk mitigation strategies so they can better protect their employees and their businesses.

*Travelers Workforce Advantage* contains three main components:

- **Attracting and hiring.** Having a process for attracting and hiring qualified job candidates is an important step in building a culture of safety and engaging employees in workplace safety.
- **Onboarding and training.** An effective onboarding program helps orient employees not only to the functional details of employment, such as appropriate safety procedures, but also to the safety culture of the organization.
- **Supporting and engaging.** Promoting safety and encouraging a healthy lifestyle, both inside and outside of the workplace, are important to fostering an engaged workforce.

Here are some examples of how we assist our customers through *Travelers Workforce Advantage*:

- **Injury and illness prevention programs.** Our Risk Control consultants help our customers identify common occupational injuries and illnesses and recommend preventive measures to help reduce the risk of employee injuries and illnesses. In particular, our consultants assist our customers through services such as industrial hygiene monitoring; ergonomic evaluations; and slip, trip and fall assessments.
- **Safety culture and leadership training.** It is important for an organization's leadership to lead by example, demonstrating the importance of a [culture of safety](#) across all of its operations. Our training consultants help our customers' leaders understand the fundamentals and best practices with regard to employee safety so they can lead by example.
- **General safety training.** Our Risk Control consultants provide a broad range of safety training, covering topics such as construction fall protection, ergonomics, industrial hygiene exposure monitoring, best practices in auto safety, key factors in post-injury management, and fire protection and life safety systems.

CEO Message	Company	Governance	Other Key Drivers of Sustained Value			Financial Performance		Resources
<b>Safety &amp; Health</b>	Safety Awareness & Culture	<b>Industrial Hygiene Laboratory</b>	Ergonomics Consulting Services	Transportation Safety	Fire & Life Safety	Enhancing the Experience of Injured Employees	Preventing Chronic Pain & Potential Opioid Use	Illustrative Initiatives

- [Travelers Corridor of Care®](#). This is a post-injury management process designed to assist employers in supporting injured employees from the moment they are injured through their return to work. This process can help employees receive prompt, quality medical care and facilitates collaboration among the employee, the employee’s medical provider, the employer and the insurance professional. With an effective transitional-duty program, it can also build employee morale, keep injured workers connected to the workforce and help them transition back to work as soon as medically appropriate.
- **Functional Job Analysis (FJA) and Job Safety Analysis (JSA)**. An FJA is a structured process that helps identify and quantify the physical components and environmental conditions of job-related functions. A JSA is a process that breaks down each step in a job, describes the hazards associated with each step and defines the work method that helps minimize or eliminate each hazard. Conducting a JSA can help our customers understand the hazards and the procedures necessary to address the exposure. By training our customers on how to complete both an FJA and a JSA, our Risk Control consultants can help customers develop safer work methods.

## Industrial Hygiene Laboratory

Our [Industrial Hygiene Laboratory](#), located within our [Claim University](#) campus in Connecticut, provides specialized services to our business customers to help them assess employee exposures to potentially harmful environments and work toward the prevention of occupational illnesses. Our laboratory has been nationally accredited by the American Industrial Hygiene Association since 1976. Our laboratory is equipped with state-of-the-art analytical instrumentation, sampling equipment and methods for analyzing more than 500 chemicals and a dedicated staff of certified industrial hygienists, chemists and technicians. The laboratory offers our customers a wide array of sampling and analysis protocols based on Occupational Safety and Health Administration and National Institute for Occupational Safety and Health methodologies.

The Industrial Hygiene Laboratory provides critical data to our customers, helping them make informed decisions regarding their employees’ safety; additionally, the laboratory provides data to our underwriters and Risk Control consultants, contributing to Travelers’ creation of long-term value. In 2024, the Industrial Hygiene Laboratory performed more than 36,000 analyses on approximately 20,000 samples for chemical exposures, helping customers better protect their employees. The experienced staff develops innovative analytical methods and recommends products and services to monitor workplace environments to help customers improve the health and safety of their employees. Our ability to adapt and leverage virtual consulting tools enables us to provide our customers with timely support and guidance when on-site visits are unavailable.

## Ergonomics Consulting Services

Our ergonomics specialists focus on helping customers [identify and reduce ergonomic risk factors](#) in the workplace. Ergonomic risk factors are prevalent in many industries and can result in musculoskeletal disorders that affect employee health and well-being. Our staff of dedicated ergonomists have specialized knowledge and experience working with businesses in the manufacturing, logistics, financial services, health care and service industries. Our core consulting services include:

- Ergonomic assessments, which leverage AI-enhanced video capabilities, to help identify the “vital few” tasks with the highest potential for reducing employee injuries.
- The Ergonomic Job Improvement Process, our four-phase process to help customers self-identify and address key ergonomic issues using a team approach.
- Ergonomic task force development assistance to empower teams to make workplace ergonomic improvements through employee engagement.

In addition to our on-site services, our ergonomics specialists provide on-demand virtual consulting to customers to help them assess their risks and offer effective solutions.

Safety & Health	Safety Awareness & Culture	Industrial Hygiene Laboratory	Ergonomics Consulting Services	Transportation Safety	Fire & Life Safety	Enhancing the Experience of Injured Employees	Preventing Chronic Pain & Potential Opioid Use	Illustrative Initiatives

# Transportation Safety

Recognizing the need for drivers to operate in an environment that prioritizes and fosters safety, Travelers Risk Control transportation specialists provide effective fleet risk management solutions to businesses with commercial auto fleets – from passenger vehicles to tractor-trailers. Our specialists conduct on-site and virtual visits and meet with managers responsible for driver safety to help our customers minimize risk exposures.

Our specialists have experience in “for-hire” trucking fleets, as well as private auto fleets. They can evaluate fleet operation and exposure to help customers determine which controls to implement. After conducting a fleet assessment, our specialists can compare the customer’s controls with industry best practices. With this information, our specialists propose recommendations to help customers build or modify a driver safety program designed to reduce the risk of motor vehicle accidents.

Our consultants work to develop what we refer to as a “[total fleet safety approach](#),” which helps our customers better mitigate loss exposures in their fleet operations. Our comprehensive approach addresses key components of a successful fleet safety program, such as hiring qualified drivers, managing driver performance, providing effective training and operating well-maintained equipment.

Since driver safety is important not only to our customers but also to the general public, we offer driver safety information to the public through our [online content](#) and community activities. For example, the Travelers Institute leverages the expertise of Travelers Risk Control specialists in its [Every Second Matters](#)® initiative to combat distracted driving. This public-facing campaign brings together advocates from the medical, technology and insurance communities, as well as members of the public sector, to explore innovative approaches to prevent distracted driving and help make our roadways safer for everyone.

# Fire & Life Safety

Travelers Risk Control fire protection specialists have broad experience in many industries, such as manufacturing involving metal, wood, plastic, paper and textiles; wholesale and retail business; educational organizations; and various service organizations. Our fire protection specialists and consultants evaluate fire hazards and assess facilities and operations relative to property protection and business continuity. We conduct more than 22,000 on-site and virtual property surveys each year. In addition to property surveys, we may offer our customers a range of services, including customized consulting, employee training programs, evaluation of fire protection equipment and fire protection specifications, and plan reviews for new construction. Our [Fire Protection Impairment Tool](#), available on our secure [MyTravelers® for Business](#) website and mobile platform, is designed to help customers record and communicate with Travelers when a sprinkler system, fire pump, special extinguishing system or another fire protection system component is out of service. The tool allows customers to track impairments at multiple properties and sends automatic reminder emails to help them ensure their systems are restored and back in service in a timely manner, protecting their business and employees.

Our specialists have deep expertise in fire and life safety standards. They maintain memberships with various National Fire Protection Association standards committees, UL Solutions Fire Council, various UL technical committees and the Insurance Institute for Business & Home Safety. They are also active in the nonprofit Property Insurance Research Group, which is part of the Fire Protection Research Foundation.

**Safety & Health**

Safety Awareness &amp; Culture

Industrial Hygiene Laboratory

Ergonomics Consulting Services

Transportation Safety

Fire &amp; Life Safety

**Enhancing the Experience of Injured Employees**

Preventing Chronic Pain &amp; Potential Opioid Use

Illustrative Initiatives

## Enhancing the Experience of Injured Employees

Employees experience many challenges when faced with a work-related injury. Our goal at Travelers is to assist our customers' injured employees throughout the course of their recovery. While many employees bounce back quickly and return to their pre-injury condition, others with similar injuries struggle with barriers that may delay recovery. Travelers takes a biopsychosocial approach to employee recovery, identifying and addressing the many factors that may impact recovery after an injury or illness. Timely and effective interventions help injured employees take control of their recovery.

Travelers' approach to claim management combines intelligent analytics, digital capabilities and a personal connection to achieve optimal outcomes on workers compensation claims while delivering a personalized, employee-centered experience. Our approach supports the recovery journey by encouraging appropriate medical treatment and return to work.

We aim to empower injured employees to be active participants in their recovery, which may lead to lower disability duration, lower claim costs and increased satisfaction with the process. In addition to engaging and supporting injured employees, we help customers maintain a safe workplace and manage workers compensation-related risks and challenges. With an easy and transparent approach that allows for both virtual and in-person interactions based on the employees' preferences, Travelers delivers an unparalleled claims experience for injured employees and employers. Our capabilities are included below.

### Personal Connection

- **ConciergeCLAIM® Nurse** facilitates personal connections between the injured employee and a Travelers nurse located in select medical clinics.
- **Virtual Visit** is a platform that enables injured employees, employers and medical providers to have real-time video conversations with a Claim professional or nurse.
- Our nurses are trained to identify potential barriers to recovery, and we have tools that help facilitate a holistic recovery, such as **Wysa for Return to Work**, a coaching app designed for injured employees that helps users build and develop resilience skills.
- **TravCare® Nurse Line** is a direct, toll-free phone line, through which injured employees and employers can receive immediate medical guidance from a nurse who can recommend the appropriate level of care using evidence-based medical guidelines, helping to reduce unnecessary emergency room visits. The service is available 24 hours a day, 365 days a year and is staffed by both English- and Spanish-speaking nurses.

### Analytics and Digital Capabilities

- **MyTravelers® for Injured Employees** is a secure web-based portal that helps injured employees navigate the workers compensation claim process and empowers them to take an active role in their recovery.
- **ePay** is an electronic payment capability through direct deposit, Zelle® or PayPal (where allowed by law) that reduces the injured employee's reliance on mailed paper checks and can lead to quicker receipt of lost-time payments.
- **Nurse Assignment Model** is a predictive claim model that proactively identifies claims that would benefit from nurse case management. It assigns a nurse to the claim at the right time to support the injured employee's recovery.
- **Early Severity Predictor®** is a predictive model that can help identify an injured employee's likelihood of developing chronic pain, allowing for early intervention and engagement of resources.



## Engaging Injured Employees in Recovery

Employers can also help injured employees return to work by implementing a post-injury management strategy. This is a key part of the Travelers [Corridor of Care®](#) process, which takes a systematic and positive approach to handling employee injuries. Responding promptly to injuries and providing attentive medical case management can help with an injured employee’s recovery. This type of active management can help an injured employee return to work as soon as medically appropriate. Helping employees recover from their injuries can also have a positive ripple effect within an organization, helping to prevent disruptions in production, quality and morale. In addition, Travelers continues to support research initiatives and make investments in new solutions to help injured employees through the claim process and enhance engagement through innovative tools and personalized support services.

## Preventing Chronic Pain & Potential Opioid Use

The impact of opioid addiction is a complex and pressing issue that poses significant challenges for the workforce and economy. The Centers for Disease Control and Prevention (CDC) reports that more than 68,000 people died in 2023 from drug overdoses and that opioids played a role in more than 81% of those deaths. Additionally, the CDC reports that with respect to almost two-thirds of overdose deaths, there was at least one opportunity for intervention, highlighting the importance of early recognition and involvement.<sup>1</sup>

At Travelers, we invest in programs designed to help prevent chronic pain and potential opioid use among injured employees. In addition to helping injured employees, these programs help reduce Travelers’ opioid-related claim costs, illustrating the shared value we create for our customers, their employees, our communities and our shareholders. Some of our programs are described below.

## Using Our Data and Analytics to Help Reduce Addiction

By analyzing workers compensation claim data, Travelers created the [Early Severity Predictor®](#) model, which can help identify an injured employee’s likelihood of experiencing chronic pain by using weighted predictors at key points during the life of a claim. By adjusting medical care and resources, the *Early Severity Predictor* model can help address potential drivers of chronic pain – a condition that is largely treated with opioids or other painkillers – and reduce the risk of opioid addiction.

We have reviewed the claims of more than 120,000 injured employees through this program since its inception in 2015. In addition to improving the recovery experience for tens of thousands of injured employees, the program has contributed to a cumulative reduction of approximately \$245 million in opioid-related claim costs. We apply [this model](#) to all of the lost-time workers compensation claims we receive.

<sup>1</sup> CDC’s *State Unintentional Drug Overdose Reporting System (SUDORS)*, data updated December 2024.

Safety & Health	Safety Awareness & Culture	Industrial Hygiene Laboratory	Ergonomics Consulting Services	Transportation Safety	Fire & Life Safety	Enhancing the Experience of Injured Employees	Preventing Chronic Pain & Potential Opioid Use	Illustrative Initiatives

## Opioid Addiction and the Construction Industry

Construction sites present health and safety risks that can lead to worker injuries, such as strains, sprains, broken bones and head traumas, which can result in chronic pain and opioid treatment. Many workers compensation claims submitted to Travelers from the construction industry involve opioid prescriptions. To help curb prescription opioid abuse, we use our *Early Severity Predictor* alongside our comprehensive pharmacy management program, which monitors drug interactions, excessive dosing and abuse patterns to reduce the risk of opioid dependency. With these two efforts combined, we have seen a nearly 50% reduction in the use of opioids among the injured construction workers we have helped since 2014.

Furthermore, our nurses and Claim professionals create specific action plans for injuries that often include physical therapy and other interventions to prevent acute pain from becoming chronic. This approach is particularly important for the construction industry, where Travelers claim data show that injured employees who suffer from chronic pain can be out of work for significantly longer periods of time than those in other industries.

Learn more about one of the workers compensation–related risks and challenges addressed by our medical team in a white paper, which aims to assist with [suicide prevention in the construction industry](#).

To read more about how we help prevent chronic pain and potential opioid use for our customers and their employees, please visit the [Employee Wellness](#) page of our corporate website.

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**Illustrative Initiatives**

## Illustrative Initiatives



TRAVELERS MEDICAL CAPABILITIES

[ConciergeCLAIM® Nurse: Helping Injured Employees Return to Work](#)



TRAVELERS MEDICAL CAPABILITIES

[MyTravelers®: Secure and Convenient Access from Anywhere](#)



TRAVELERS INSTITUTE®

[Forces at Work<sup>SM</sup> Initiative](#)



INNOVATION FOR SAFETY

[Leveraging Technology to Improve Worker Safety](#)



MAKING MENTAL HEALTH A PRIORITY

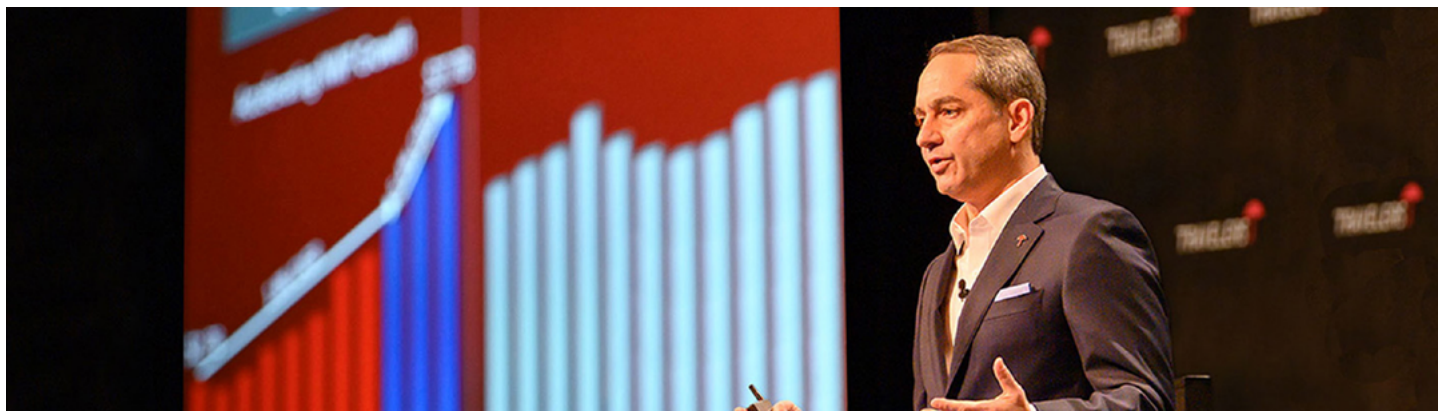
[Shattering the Stigma](#)



TRAVELERS INSTITUTE®

[Distracted Driving – Every Second Matters®](#)

# Financial Performance



At Travelers, our simple and unwavering mission for creating shareholder value is to deliver superior returns on equity by leveraging our competitive advantages; generate earnings and capital substantially in excess of our growth needs; and thoughtfully rightsize capital and grow book value per share over time. Executing this financial strategy has produced industry-leading returns over time, and 2024 was no exception.

## Highlight

**\$43.4B**

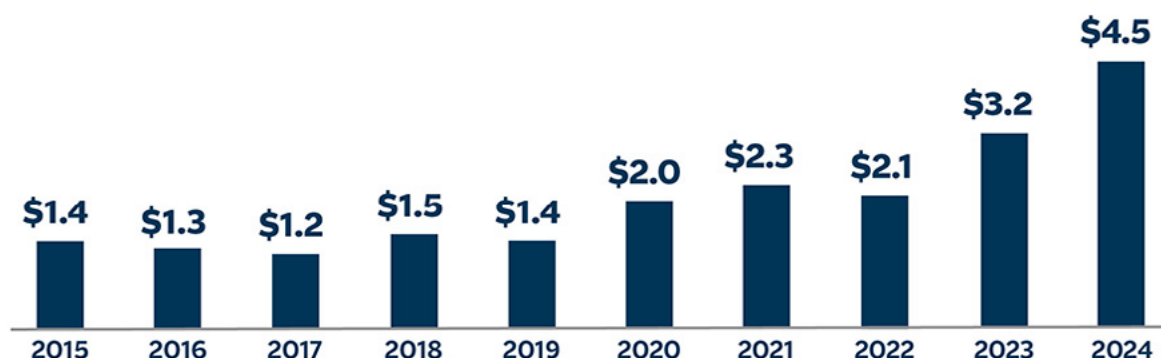
of net written premium in 2024, an increase of approximately 8% over 2023

## 2024 Results

Travelers delivered core income of \$5 billion, or \$21.58 of core income per diluted share, generating core return on equity of 17.2% – an exceptional result and a meaningful spread over both the 10-year Treasury and our cost of equity. We achieved these excellent results in the face of record catastrophe losses. We delivered a record \$4.5 billion of after-tax underlying underwriting income, an increase of nearly 40% compared to last year's then record, and an underlying combined ratio that improved 330 basis points to an excellent 86.2%.

This year's outstanding underlying underwriting results are even more impressive when considered in their historical context. As illustrated by the chart below, prior to 2020, underlying underwriting income had never exceeded \$1.5 billion. Since that time, we have taken underlying underwriting income to an entirely new level by profitably growing our business.

### Underlying Underwriting Income<sup>1</sup> (in billions, after-tax)



Bar chart displaying Underlying Underwriting Income after-tax generally increasing from 2015 through 2024. In 2024, the underlying underwriting income was \$4.5 billion, compared to \$3.2 billion in 2023. This chart excludes the impact of net prior year reserve development and catastrophe losses.

<sup>1</sup>Excludes the impact of net prior year reserve development and catastrophe losses.

Turning to the top line, today's production generates tomorrow's earned premiums. In 2024, we delivered record net written premiums of \$43.4 billion, up 8% compared to the prior year. This represents the 15th consecutive year of net written premium growth. All three of our business segments contributed to this strong top-line performance, with Business Insurance increasing 8%, Bond & Specialty Insurance increasing 7% and Personal Insurance increasing 8%. This growth has been part of a deliberate strategy we developed in 2016 to profitably improve our growth trajectory. We seek to achieve profitable growth not by competing on price but by investing in franchise value – making sure that we offer the products, services and experiences that our customers want to buy and our distribution partners want to sell.

Also central to our growth strategy is our very granular approach to risk selection, underwriting and pricing. As a result of that approach, and investments we have made over decades in leading data and analytics, our growth in insured exposures correlates to returns. In other words, generally speaking, the more attractive the returns in a business, the more we have been growing insured exposures in that business. Conversely, where returns have not met our target, we have grown by pricing accordingly. All of which is to say, Travelers' unique combination of franchise value and execution yields high-quality, profitable growth.

## Investment Expertise

We strive to be thoughtful underwriters on both sides of the balance sheet, and we have always managed our investment portfolio to support our insurance operations, not the other way around. Accordingly, our investment portfolio is positioned to meet our obligations to policyholders under almost every foreseeable circumstance – anything from a global pandemic to a significant natural disaster to a financial crisis. With this in mind, we are focused on risk-adjusted returns and credit quality rather than reaching for yield that is not commensurate with the underlying risk.

Our well-defined and consistent investment portfolio has been a meaningful and reliable contributor to our results, year in and year out. This is exactly what we saw in 2024. Net investment income from our fixed income and alternative investment portfolios increased by more than 21% to a very strong \$3 billion after-tax. From a fixed income perspective, net investment income benefited from very strong top-line growth and record cash flow from operations, as well as from slightly higher average interest rates.

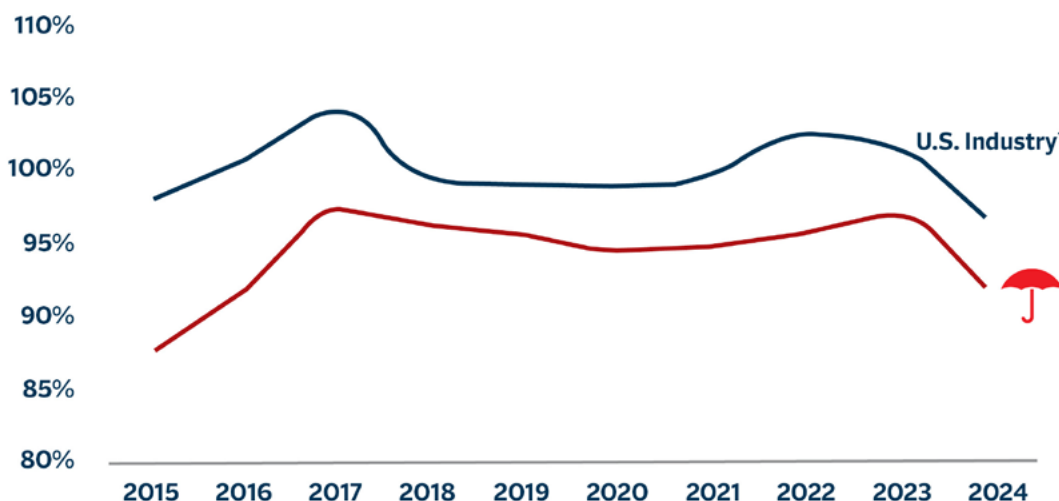


## Underwriting Expertise

Underwriting excellence is, of course, key to our success, and there is nothing more critical to underwriting excellence than a culture that values strong performance over time and understands how to balance the art and science of decision making based on data and analytics. In other words, evaluating risk and reward is at the heart of what we do. In that regard, our culture alone is a significant competitive advantage, and one that we believe is very hard to replicate. A critical component of this culture is our granular approach to underwriting. In our commercial businesses, that means execution on an account-by-account or class-by-class basis. In personal lines, it means a very high degree of segmentation by risk profile, product and geography. With that and our advanced data and analytics, we thoughtfully select the risks that we write and price our products deliberately with our target return in mind.

Like every aspect of our business, our focus on performance over time is core to how we manage our catastrophe exposure. Although we are unable to predict what the next event will be or where it will occur, we are taking steps every day to ensure that our portfolio of risk properly contemplates the potential for loss and that we maintain the right balance of risk and reward. While the impact of the risk-based decisions that we are making today is not always immediately evident, those decisions will continue to drive our performance over time. Due to our thoughtful approach to catastrophe management, our share of catastrophe losses this year and over time has been significantly favorable relative to our market share. This outperformance is the result of our prudent and integrated approach to managing our catastrophe exposures through portfolio, risk selection, underwriting and pricing actions. We continue to make significant investments in advanced capabilities to ensure that our catastrophe management teams and underwriters have the tools and insights necessary to develop a comprehensive view of catastrophe risk. We believe that these investments position Travelers to continue to outperform over time.

## Combined Ratio<sup>1</sup>—Travelers in Comparison to the U.S. Industry



Line chart displaying Travelers in comparison to the U.S. Industry. According to S&P Global Market Intelligence, Travelers' Statutory Combined Ratio has compared favorably to the U.S. industry average from 2015 to 2024. Used with permission.

<sup>1</sup> Statutory Combined Ratio. Copyright © 2025, S&P Global Market Intelligence. Used with permission. NAIC filing for both U.S. Industry and Travelers.



## Travelers’ Powerful Earnings Engine

Any strategy to deliver a leading return on equity over time requires a strategy to grow over time. To that end, we have laid out a strategy to achieve profitable growth in the context of the forces of change impacting our industry – namely, changing consumer expectations, emerging technology trends, more sophisticated data and analytics, and evolving distribution models.

Strong underwriting is the flywheel that sets it all in motion. Thanks to exceptional franchise value and excellent marketplace execution, we have profitably grown our premium base by more than 70% since 2016, from \$25 billion to more than \$43 billion today. Our reported and underlying profitability significantly improved over that period of time. Our growth has been largely organic, from products in which we have deep expertise, through distribution partners with whom we have long-standing relationships, and in geographies where we have a thorough understanding of the regulatory environment and other market dynamics – in other words, a relatively low-risk growth strategy. As we have grown our business, we have also successfully executed on our strategic initiative to improve productivity and efficiency.

It is a virtuous cycle, one in which the combination of well-conceived and executed strategic initiatives, an effective capital management strategy and a thoughtful investment strategy contributes to attractive returns and growth in adjusted book value per share. The successful execution of this strategy over time has led to significantly higher underlying underwriting income, meaningfully higher cash flow from operations and growth in our investment portfolio.

The tremendous strength and relative predictability of our underlying underwriting income have increasingly contributed to our bottom line. Our underlying underwriting income has more than tripled over the last eight years, reaching \$4.5 billion after-tax in 2024. This level of underlying underwriting income positions us to deliver strong income and returns, even with the level of outsized natural catastrophes that we and the industry experienced in 2024.

Our growth in underwriting income also contributes to the increase in our cash flow from operations. Since 2016, we have more than doubled our annual cash flow from operations to a record \$9.1 billion in 2024. Cash flow is not a measure that we or the industry talk a lot about, but it is important. Cash flow is what enables us to make strategic investments in our business, return excess capital to shareholders and grow our investment portfolio. Since 2016, we have invested \$12 billion in technology (with a steadily increasing allocation to important strategic initiatives), returned more than \$20 billion of excess capital to our shareholders and grown our investment portfolio, excluding unrealized investment gains (losses), by \$30 billion to almost \$100 billion. Importantly, our growing investment portfolio positions us to continue generating a higher level of predictable and reliable net investment income.

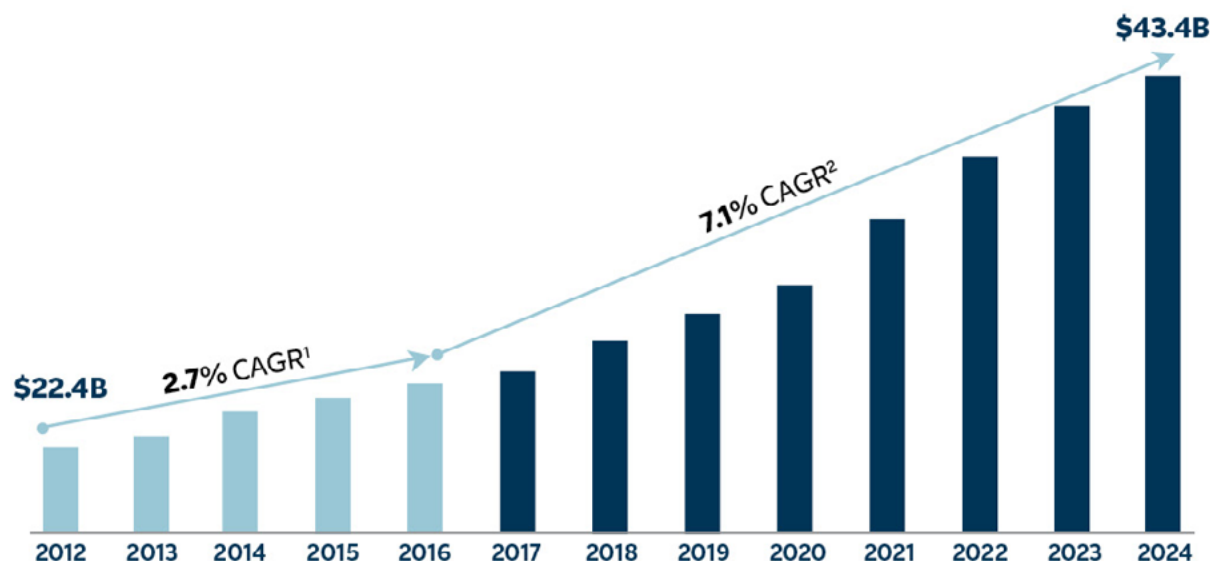
## 2024 Results

## Financial Highlights

## Delivering Value Over Time

## Non-GAAP Reconciliations

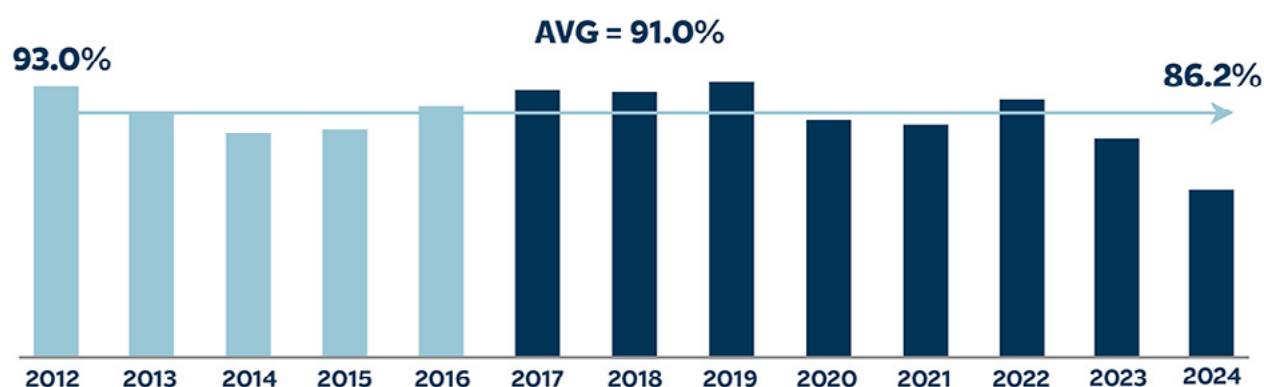
## Accelerating Net Written Premium Growth



Bar chart displaying Accelerating Net Written Premium Growth from 2012 through 2024, showing an increase from \$22.4 billion in 2012 to \$43.4 billion in 2024. Compound annual growth rate (CAGR) from 2012 through 2016 was 2.7%, and from 2016 through 2024 was 7.1%.

<sup>1</sup> Represents growth from 2012 through 2016.

<sup>2</sup> Represents growth from 2016 through 2024.

Consistently Strong Underlying Profitability<sup>1</sup>

Bar chart displaying Consistently Strong Underlying Profitability from 2012 through 2024. In 2024, the underlying underwriting combined ratio was 86.2%. In 2012, the underlying underwriting combined ratio was 93.0%. The average across 2012 to 2024 was 91.0%. This data excludes the impact of catastrophe losses and net prior year reserve development.

<sup>1</sup> Underlying underwriting combined ratio, which excludes the impact of catastrophe losses and net prior year reserve development.

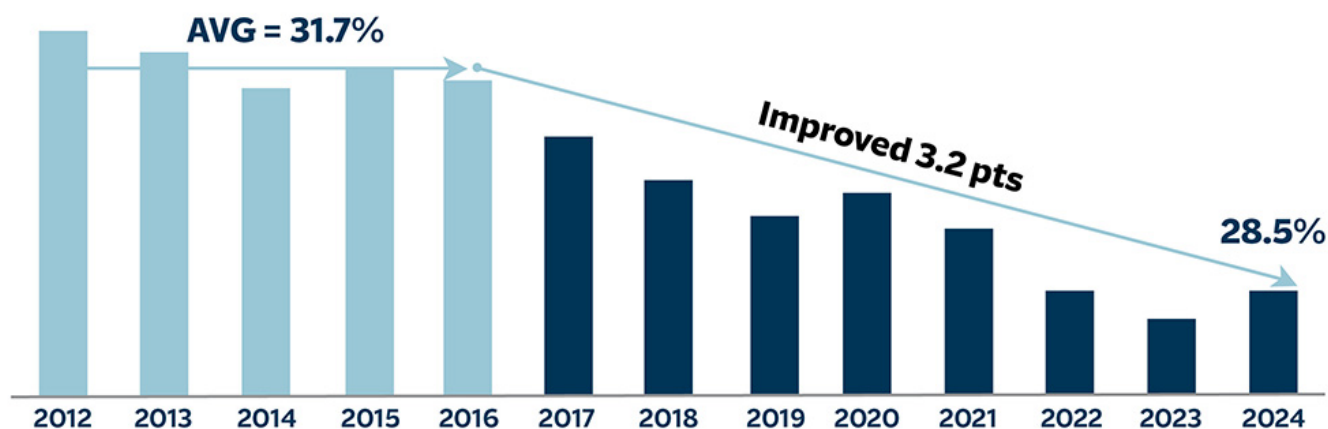
## 2024 Results

Financial Highlights

Delivering Value Over Time

Non-GAAP Reconciliations

## Improving Expense Ratio



Bar chart displaying Improving Expense Ratio from 2012 through 2024. The average between 2012 through 2016 was 31.7%. The ratio improved 3.2 points from the average to 28.5% in 2024.

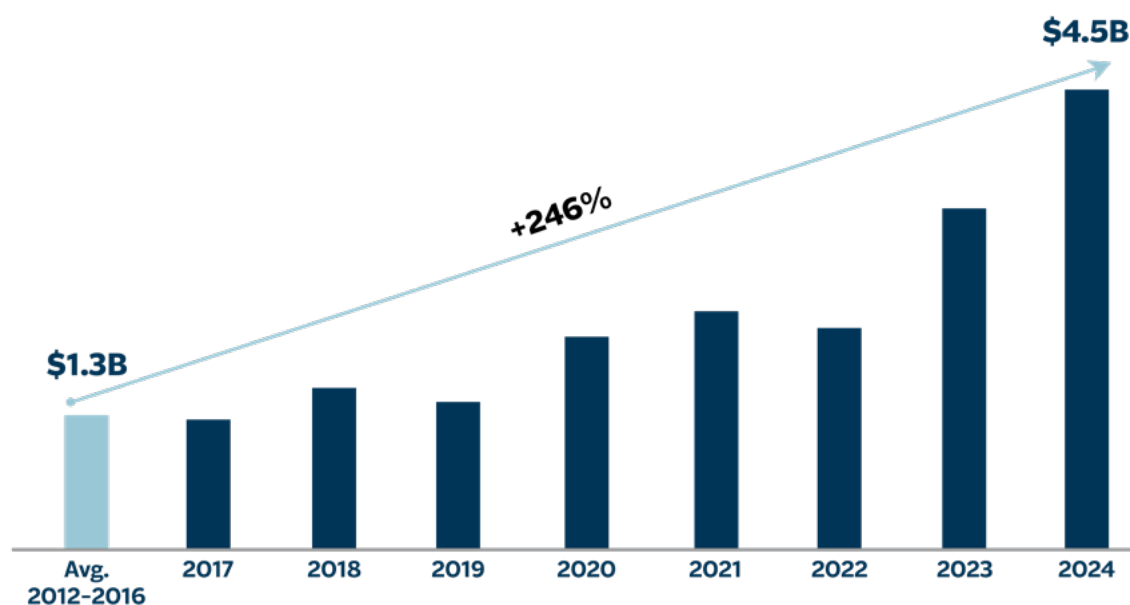
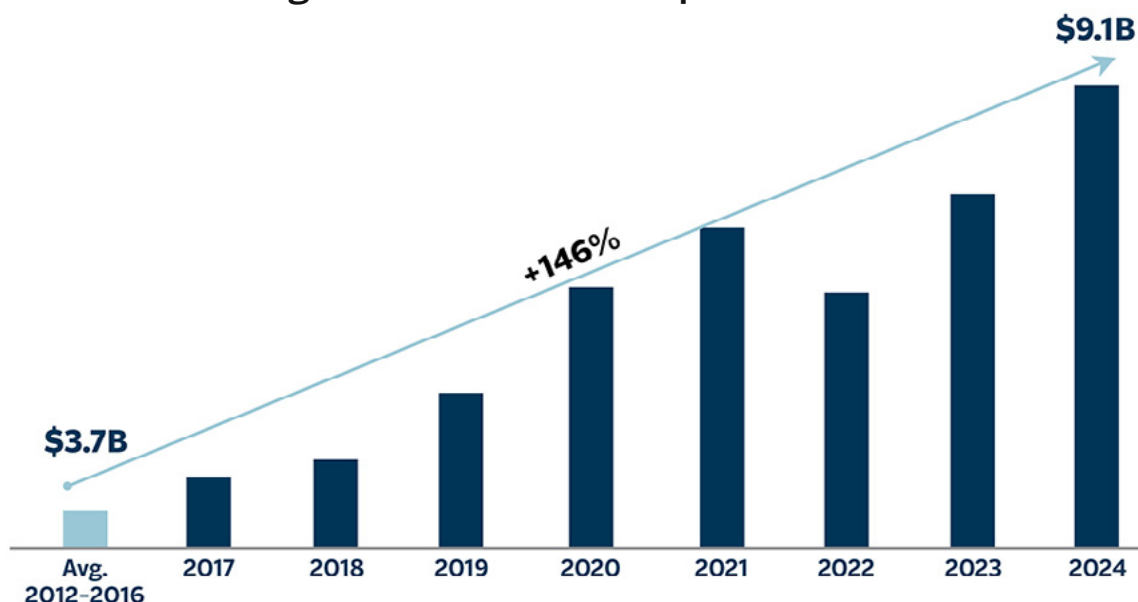
Higher Underlying Underwriting Income<sup>1</sup> (after-tax)

Chart displaying Higher Underlying Underwriting Income after-tax from 2012 through 2024. The increase from 2012 through 2024 was 246%, representing an increase from an average of \$1.3 billion from 2012 to 2016, to \$4.5 billion in 2024. This data excludes the impact of net prior year reserve development and catastrophe losses.

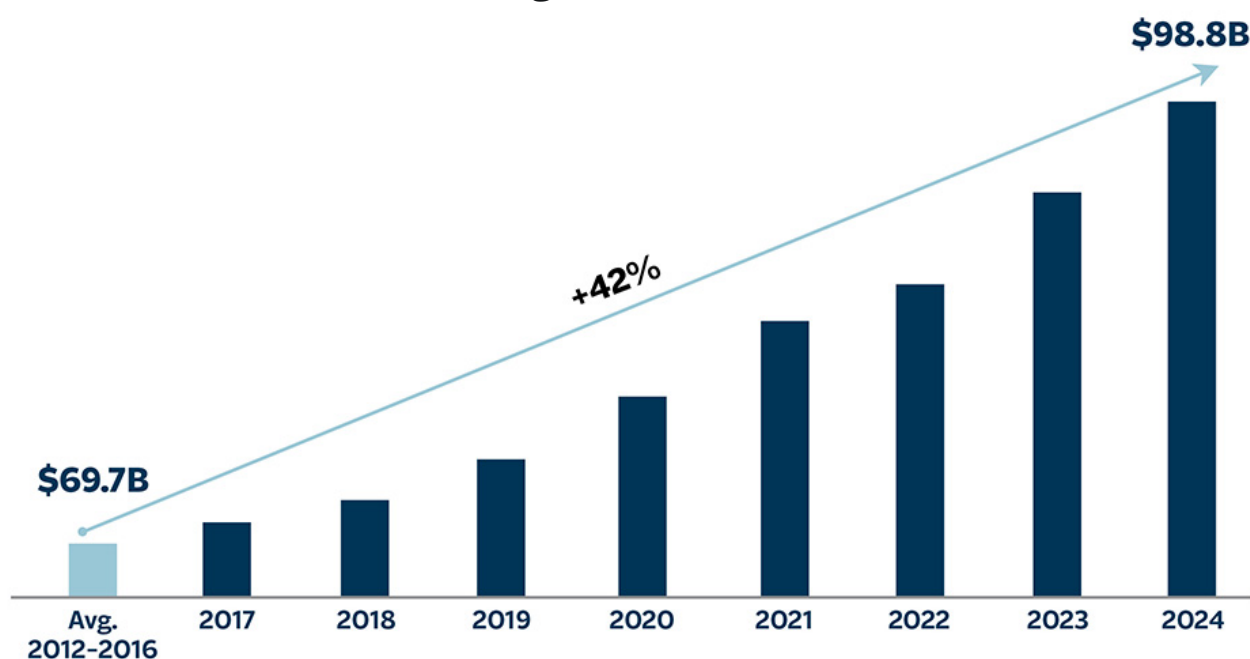
<sup>1</sup> Underlying underwriting income, which excludes the impact of net prior year reserve development and catastrophe losses.

## Higher Cash Flow from Operations



Bar chart displaying Higher Cash Flow from Operations from 2012 through 2024. The increase from 2012 through 2024 was 146%, representing an increase from an average of \$3.7 billion between 2012 to 2016, to \$9.1 billion in 2024.

## Growing Invested Assets<sup>1</sup>



Bar chart displaying Growing Invested Assets from 2012 through 2024. The increase from 2012 through 2024 was 42%, representing an increase from an average of \$69.7 billion between 2012 to 2016, to \$98.8 billion in 2024. Invested assets excludes net unrealized investment gains (losses).

<sup>1</sup> Invested assets excludes net unrealized investment gains (losses).

## Consistent and Successful Long-Term Financial Strategy Delivers Shareholder Value

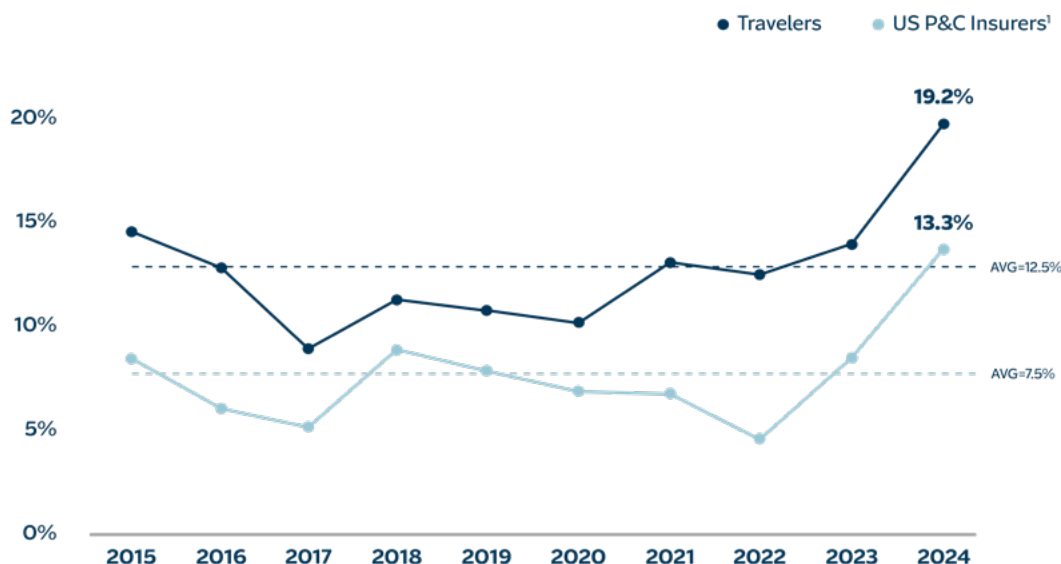
It is always important to consider our financial results and strategic initiatives in the context of what we are ultimately trying to achieve. At Travelers, our simple and unwavering mission for creating shareholder value is to:

- Deliver superior returns on equity by leveraging our competitive advantages.
- Generate earnings and capital substantially in excess of our growth needs.
- Thoughtfully rightsize capital and grow book value per share over time.

The results we deliver are due to our deliberate and consistent approach to creating shareholder value. We have been clear for many years that one of our crucial responsibilities is to produce an appropriate return on equity for our shareholders. This has meant developing and executing financial and operational plans consistent with our goal of achieving superior returns, which we defined many years ago as a mid-teens core return on equity over time. We emphasize that this objective is measured over time because we recognize that the macroeconomic environment, loss cost trends, weather, and geopolitical and other factors impact our results from year to year, and that there will be years – or longer periods – and environments in which a return below mid-teens is industry leading.

Our 2024 return on equity of 19.2% and core return on equity of 17.2% again meaningfully exceeded the average return on equity for the domestic P&C industry of 13.3%, according to estimates from Conning, Inc., a global investment management firm and insurance research provider. As shown in the chart below, our return on equity has significantly outperformed the average return on equity for the industry in each of the past 10 years. Importantly, these industry-leading returns on an absolute basis are even more impressive on a risk-adjusted basis when you take into account our low level of volatility. The level and consistency of our return on equity over time, particularly in the context of the growth we have achieved, reflect the value of our competitive advantages and the discipline with which we run our business.

### Return on Equity



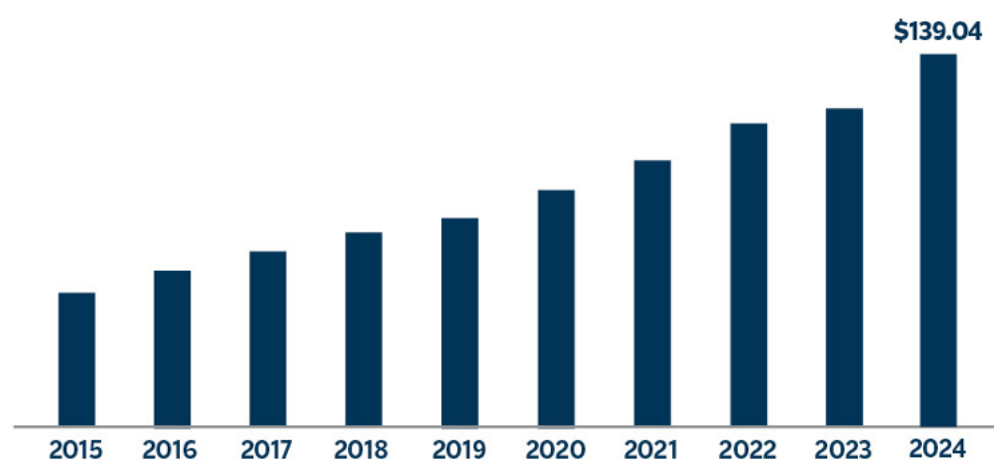
Line graph displaying Return on Equity for Travelers compared to U.S. P&C Insurers. Travelers is at 19.2% in 2024, compared to U.S. P&C Insurers at 13.3%. Travelers' return on equity exceeds the average return on equity for the industry in each of the past 10 years. The 2024 Forecast is sourced from Conning, Inc., used with permission. S&P historical data used with permission.

<sup>1</sup> 2024 Forecast: © 2025 Conning, Inc., as published in Conning's Property-Casualty Forecast & Analysis by Line of Insurance, 2024 Q4 edition. Used with permission. Historical data: © 2025 S&P Global Market Intelligence LLC. Used with permission.

## A Balanced Approach to Rightsizing Capital

The successful execution of our financial strategy, together with our fortress balance sheet, has enabled us to grow book value per share and adjusted book value per share consistently over the last 10 years.

### Adjusted Book Value per Share<sup>1</sup>

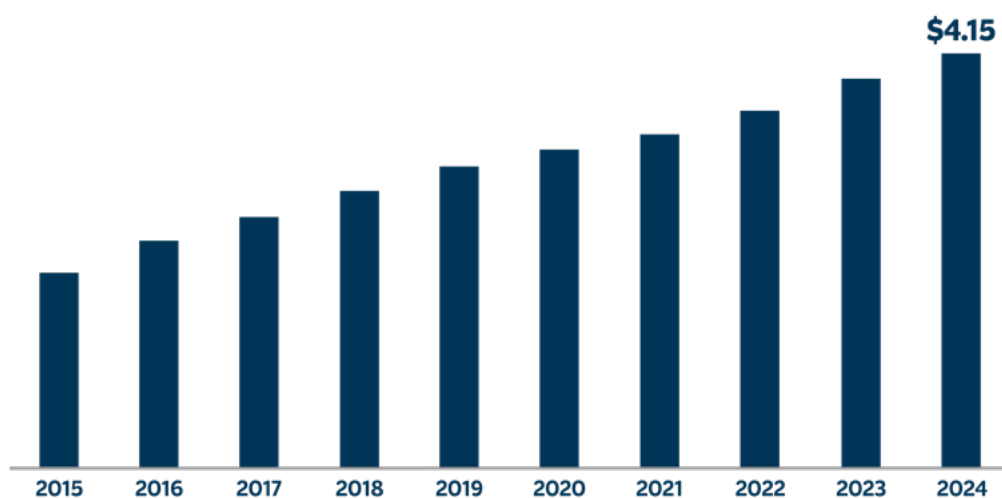


Bar chart displaying Adjusted Book Value per Share steadily increasing from 2015 through 2024. In 2024, the value was \$139.04. This chart excludes net unrealized investment gains (losses), net of tax, included in shareholders' equity.

<sup>1</sup>Excludes net unrealized investment gains (losses), net of tax, included in shareholders' equity.

During this period, we have also returned a significant amount of excess capital to our shareholders through dividends and share repurchases. Over the last 10 years, we have increased our dividend each year.

### Dividends per Share

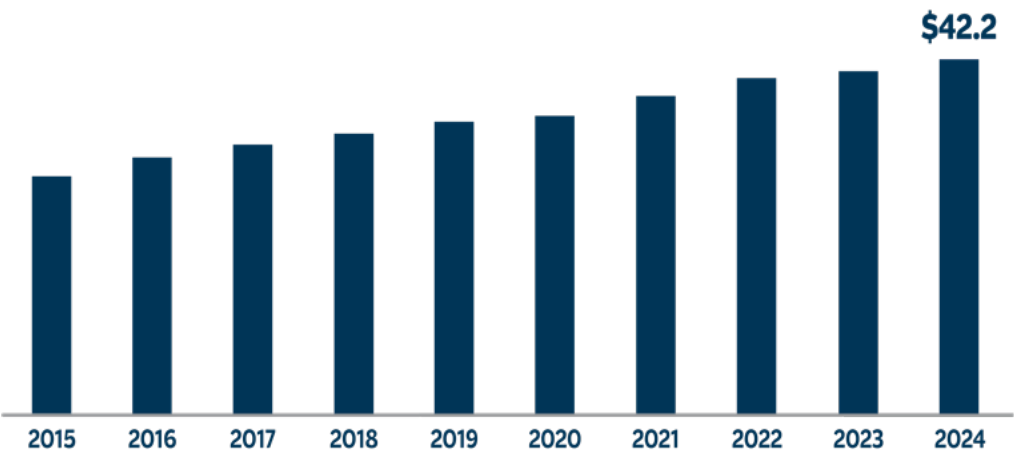


Bar chart displaying Dividends per Share steadily increasing each year from 2015 through 2024. In 2024, dividends per share were \$4.15.



Notably, since we began our share repurchase program in 2006, we have returned approximately \$57 billion of excess capital to our shareholders, including through \$42 billion of share repurchases – well in excess of the market capitalization of the company when we started. If you owned Travelers stock when we began our share repurchase program in 2006, your percentage ownership has more than tripled. This percentage increase is even higher if you participated in our dividend reinvestment program. Over that same period, we have increased our dividend at an average annual rate of more than 8%.

Cumulative Share Repurchases (since 2006)  
(\$ in billions)



Bar chart displaying Cumulative Share Repurchases steadily increasing each year since 2006 from 2015 through 2024. In 2024, cumulative share repurchases were \$42.2 billion.

Our capital management strategy has been an important driver of shareholder value creation over time. Our first objective for the capital we generate is to reinvest it in our business – organically and inorganically – to create shareholder value. For example, as we continue to grow our top line, as we have meaningfully for the past few years, we will retain more capital to support that growth. Also, we continue to invest in everything from talent to technology to further our ambitious innovation agenda, advance our strategic objectives and drive tomorrow’s performance.

Having said that, we are disciplined stewards of our shareholders’ capital. To the extent that we generate capital that we cannot reinvest consistent with our objective of generating industry-leading returns over time, we will manage it in the same way we have for nearly two decades – by returning it to our shareholders through dividends and share repurchases. By returning excess capital to our investors, we give them the ability to allocate their investment dollars as they see fit, including by investing in companies with different growth profiles or capital needs, thereby efficiently allocating capital across the economy. Over time, that efficient allocation of capital in the marketplace contributes to a stronger economy.

See the [Non-GAAP Reconciliations](#) page for a discussion and calculation of non-GAAP financial measures.

## Financial Highlights

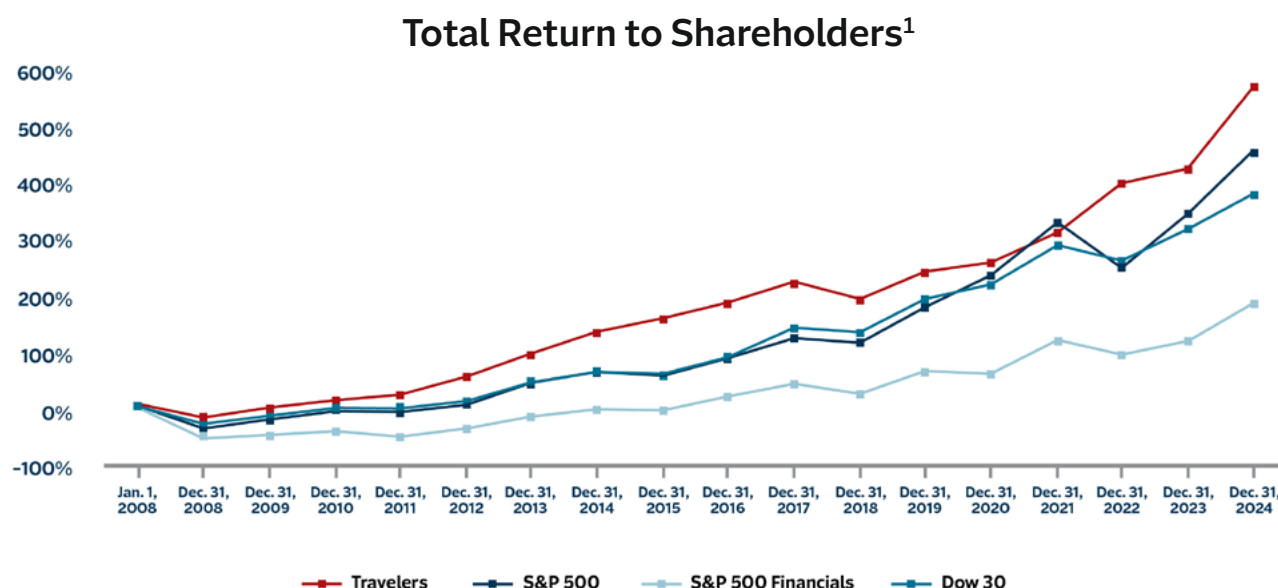
At and for the year ended December 31. Dollar amounts in millions, except per share amounts.

	2024	2023	2022	2021	2020
<b>Earned Premiums</b>	\$41,941	\$37,761	\$33,763	\$30,855	\$29,044
<b>Total Revenues</b>	\$46,423	\$41,364	\$36,884	\$34,816	\$31,981
<b>Core Income</b>	\$5,025	\$3,072	\$2,998	\$3,522	\$2,686
<b>Net Income</b>	\$4,999	\$2,991	\$2,842	\$3,662	\$2,697
<b>Net Income per Diluted Share</b>	\$21.47	\$12.79	\$11.77	\$14.49	\$10.52
<b>Total Investments</b>	\$94,223	\$88,810	\$80,454	\$87,375	\$84,423
<b>Total Assets</b>	\$133,189	\$125,978	\$115,717	\$120,466	\$116,764
<b>Shareholders' Equity</b>	\$27,864	\$24,921	\$21,560	\$28,887	\$29,201
<b>Return on Equity</b>	19.2%	13.6%	12.2%	12.7%	10.0%
<b>Core Return on Equity</b>	17.2%	11.5%	11.3%	13.7%	11.3%
<b>Book Value per Share</b>	\$122.97	\$109.19	\$92.90	\$119.77	\$115.68
<b>Dividends per Share</b>	\$4.15	\$3.93	\$3.67	\$3.49	\$3.37

See the [Non-GAAP Reconciliations](#) page for a discussion and calculation of non-GAAP financial measures.

## Delivering Value Over Time

Ultimately, it is the success of our strategy – with all its component parts – that drives our total return to shareholders over time. We have a well-established track record of managing the company to create value over the long term, through periods of weather volatility; through anticipated and unanticipated developments impacting loss trends; through both foreseeable and unforeseeable economic cycles; and through any number of more extreme economic, geopolitical and other conditions. With that in mind, the graph below compares our total return to shareholders since the 2008 financial crisis to the returns for the S&P 500, the S&P 500 Financials and the Dow 30.



Line graph comparing Travelers' Total Return to Shareholders to the returns for the Dow 30, S&P 500 and S&P 500 Financials between 2008 and 2024. This represents the change in stock price plus the cumulative amount of dividends, assuming dividend reinvestment. For each year on the chart, the total return is calculated with January 1, 2008, as the starting point and December 31 of the relevant year as the ending point. The graph shows returns generally increasing between 2008 and 2024.

<sup>1</sup> Represents the change in stock price plus the cumulative amount of dividends, assuming dividend reinvestment. For each year on the chart, total return is calculated with January 1, 2008, as the starting point and December 31 of the relevant year as the ending point. © Bloomberg Finance L.P. Used with permission of Bloomberg.

Our total return reflects the successful execution of our long-term strategy. We provide our shareholders with growth in book value, industry-leading returns, low volatility and high credit quality. The success of this long-term strategy is evident in the strong performance of our stock over time, which has been remarkably consistent relative to many others in the P&C industry. Viewing our performance through this long-term lens, we are as confident as ever that executing on our long-term financial strategy, managing Travelers with an over-time discipline and continuing to invest in our competitive advantages through our ambitious and focused innovation agenda is the right approach for building on Travelers' outstanding record.

## Non-GAAP Reconciliations

### Reconciliation of Net Income per Share to Core Income per Share on a Diluted Basis

For the year ended December 31,

	2024	2023
<b>Net income</b>	\$21.47	\$12.79
Adjustments:		
<i>Net realized investment losses, after-tax</i>	0.11	0.34
<b>Core income</b>	\$21.58	\$13.13

### Reconciliation of Shareholders' Equity to Adjusted Shareholders' Equity

As of December 31,

(Dollars in millions)	2024	2023	2022	2021	2020	2019
<b>Shareholders' equity</b>	\$27,864	\$24,921	\$21,560	\$28,887	\$29,201	\$25,943
Adjustments:						
<i>Net unrealized investment (gains) losses, net of tax, included in shareholders' equity</i>	3,640	3,129	4,898	(2,415)	(4,074)	(2,246)
<i>Net realized investment (gains) losses, net of tax</i>	26	81	156	(132)	(11)	(85)
<i>Impact of changes in tax laws and/or tax rates<sup>1</sup></i>	—	—	—	(8)	—	—
<b>Adjusted shareholders' equity</b>	\$31,530	\$28,131	\$26,614	\$26,332	\$25,116	\$23,612

<sup>1</sup> Impact is recognized in the accounting period in which the change is enacted.

## Calculation of Return on Equity and Core Return on Equity

For the year ended December 31,

(Dollars in millions, after-tax)	2024	2023	2022	2021	2020
Net income	\$4,999	\$2,991	\$2,842	\$3,662	\$2,697
Average shareholders' equity	\$25,993	\$22,031	\$23,384	\$28,735	\$26,892
Return on equity	19.2%	13.6%	12.2%	12.7%	10.0%
Core income	\$5,025	\$3,072	\$2,998	\$3,522	\$2,686
Adjusted average shareholders' equity	\$29,295	\$26,772	\$26,588	\$25,718	\$23,790
Core return on equity	17.2%	11.5%	11.3%	13.7%	11.3%

## Calculation of Book Value per Share and Adjusted Book Value per Share

As of December 31,

(Dollars in millions, except per share amounts)	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015
Shareholders' equity	\$27,864	\$24,921	\$21,560	\$28,887	\$29,201	\$25,943	\$22,894	\$23,731	\$23,221	\$23,598
Less: Net unrealized investment gains (losses), net of tax, included in shareholders' equity	(3,640)	(3,129)	(4,898)	2,415	4,074	2,246	(113)	1,112	730	1,289
Shareholders' equity, excluding net unrealized investment gains (losses), net of tax, included in shareholders' equity	\$31,504	\$28,050	\$26,458	\$26,472	\$25,127	\$23,697	\$23,007	\$22,619	\$22,491	\$22,309
Common shares outstanding	226.6	228.2	232.1	241.2	252.4	255.5	263.6	271.4	279.6	295.9
Book value per share	\$122.97	\$109.19	\$92.90	\$119.77	\$115.68	\$101.55	\$86.84	\$87.46	\$83.05	\$79.75
Adjusted book value per share	\$139.04	\$122.90	\$114.00	\$109.76	\$99.54	\$92.76	\$87.27	\$83.36	\$80.44	\$75.39

## Reconciliation of Net Income to Core Income, and Core Income to After-Tax Underlying Underwriting Income (Also Known as Underlying Underwriting Gain)

For the year ended December 31,

(Dollars in millions, after-tax)	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
<b>Net income</b>	\$4,999	\$2,991	\$2,842	\$3,662	\$2,697	\$2,622	\$2,523	\$2,056	\$3,014	\$3,439	\$3,692	\$3,673	\$2,473
Net realized investment (gains) losses	26	81	156	(132)	(11)	(85)	(93)	(142)	(47)	(2)	(51)	(106)	(32)
Impact of changes in tax laws and/or tax rates <sup>1,2</sup>	—	—	—	(8)	—	—	—	129	—	—	—	—	—
<b>Core income</b>	5,025	3,072	2,998	3,522	2,686	2,537	2,430	2,043	2,967	3,437	3,641	3,567	2,441
Net investment income	(2,952)	(2,436)	(2,170)	(2,541)	(1,908)	(2,097)	(2,102)	(1,872)	(1,846)	(1,905)	(2,216)	(2,186)	(2,316)
Other (income) expense, including interest expense	308	337	277	235	232	214	248	179	78	193	159	61	171
<b>Underwriting income</b>	2,381	973	1,105	1,216	1,010	654	576	350	1,199	1,725	1,584	1,442	296
Impact of net (favorable) unfavorable prior year reserve development	(559)	(113)	(512)	(424)	(276)	47	(409)	(378)	(510)	(617)	(616)	(552)	(622)
Impact of catastrophes	2,632	2,361	1,480	1,459	1,274	699	1,355	1,267	576	338	462	387	1,214
<b>Underlying underwriting income</b>	\$4,454	\$3,221	\$2,073	\$2,251	\$2,008	\$1,400	\$1,522	\$1,239	\$1,265	\$1,446	\$1,430	\$1,277	\$888

<sup>1</sup> Impact is recognized in the accounting period in which the change is enacted.

<sup>2</sup> 2017 reflects impact of Tax Cuts and Jobs Act of 2017 (TCJA).



## Reconciliation of Invested Assets to Invested Assets Excluding Net Unrealized Investment Gains (Losses)

As of December 31,

(Dollars in millions)	2024	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012
Invested assets	\$94,223	\$88,810	\$80,454	\$87,375	\$84,423	\$77,884	\$72,278	\$72,502	\$70,488	\$70,470	\$73,261	\$73,160	\$73,838
Less: Net unrealized investment gains (losses), pre-tax	(4,609)	(3,970)	(6,220)	3,060	5,175	2,853	(137)	1,414	1,112	1,974	3,008	2,030	4,761
Invested assets excluding net unrealized investment gains (losses)	\$98,832	\$92,780	\$86,674	\$84,315	\$79,248	\$75,031	\$72,415	\$71,088	\$69,376	\$68,496	\$70,253	\$71,130	\$69,077

Underlying underwriting income is net earned premiums and fee income less claims and claim adjustment expenses (excluding catastrophe losses and prior year reserve development) and insurance-related expenses.

Average shareholders' equity is (a) the sum of total shareholders' equity at the beginning and end of each of the quarters for the period presented divided by (b) the number of quarters in the period presented times two.

Adjusted shareholders' equity is shareholders' equity excluding net unrealized investment gains (losses), net of tax, included in shareholders' equity, net realized investment gains (losses), net of tax, for the period presented and the effect of a change in tax laws and tax rates at enactment (excluding the portion related to net unrealized investment gains (losses)). Adjusted average shareholders' equity is (a) the sum of adjusted shareholders' equity at the beginning and end of each of the quarters for the period presented divided by (b) the number of quarters in the period presented times two.

Return on equity is the ratio of (a) net income for the period presented to (b) average shareholders' equity for the period presented. Core return on equity is the ratio of (a) core income for the period presented to (b) adjusted average shareholders' equity for the period presented.

Definitions of certain terms on this site are included in the Glossary of Selected Insurance Terms portion of the [Form 10-K](#).

**About Our Sustainability Reporting**

## All Illustrative Initiatives

Stakeholder Engagement &amp; Topic Prioritization

Reporting Frameworks &amp; Standards

# About Our Sustainability Reporting



We believe it is important for our shareholders and other stakeholders to understand how we create value over time, in the broadest sense. This website conveys our multifaceted value creation strategy.

## Approach

At Travelers, we recognize that our long-term success – our ability to create long-term value for our shareholders – depends not only on our financial strategy, business objectives and competitive advantages, but also on keeping our promise to be there for our customers, communities and employees. For this reason, we take an integrated approach to sustained value creation. We articulate that approach throughout this website.

Except where noted, the information covered on this site highlights our performance and initiatives in fiscal year 2024. We used multiple frameworks to guide our disclosures. Based on extensive discussions with investors, we have decided to generally align our disclosures with the Sustainability Accounting Standards Board ([SASB](#)) Insurance (FN-IN) Industry Standard and the recommendations of the Task Force on Climate-related Financial Disclosures ([TCFD](#)), both of which are maintained by the International Financial Reporting Standards (IFRS) Foundation. In addition, our approach to reporting is informed by the Integrated Reporting Framework, which is also maintained by the IFRS Foundation. Integrated reporting aligns closely with our approach to long-term value creation, in which our business strategy and performance are inextricably linked with fulfilling our commitment to our customers, our communities and our employees.

In addition to being vetted and confirmed by our relevant internal subject matter experts, the content on this site was reviewed by our Sustainability Committee, Disclosure Committee, and Legal and Finance departments.

We appreciate all feedback related to this site. If you have any comments or questions, we encourage you to contact [Sustainability@Travelers.com](mailto:Sustainability@Travelers.com).

**About Our Sustainability Reporting**

## All Illustrative Initiatives

**Stakeholder Engagement & Topic Prioritization**

## Reporting Frameworks &amp; Standards

# Stakeholder Engagement & Topic Prioritization

We regularly engage with our investors, our customers, our employees, our agents and brokers, regulators, rating agencies and other stakeholders on business issues and other topics of interest to them. In 2024, we again took an integrated approach to our shareholder engagement efforts, including with respect to financial performance, corporate strategy, compensation practices, governance and sustainability matters. Topics of discussion included, among others, board composition and refreshment; our comprehensive climate strategy and the board's oversight of that strategy; our disciplined risk/reward approach to underwriting; our thoughtful investment philosophy that focuses on stable and appropriate risk-adjusted returns; our executive compensation program; the robust governance, processes and controls we have in place with respect to underwriting pricing and the use of AI; our long-term approach to human capital management; and our unique corporate culture. We also continued to solicit feedback from our institutional investors with respect to our sustainability reporting.

Our approach to sustainability reporting, the frameworks and standards with which we have aligned our disclosures and the specific topics we cover on our site were informed by our extensive engagements with our shareholders. In advance of preparing our first sustainability site, which we launched in May 2019, we engaged with institutional investors representing almost 50% of the company's outstanding shares at the time to understand their views with respect to sustainability reporting.

We also conducted a prioritization exercise at that time to help focus our reporting on the topics most relevant to our industry, our business and our stakeholders. To **identify** a universe of sustainability-related topics potentially relevant to our industry, we reviewed internal documents, industry and peer reporting, analyses by prominent ESG data providers and sustainability reporting frameworks (SASB Standards, GRI Standards). After identifying the potentially relevant topics, we **prioritized** them based on a series of internal group discussions, each dedicated to a distinct stakeholder group – Travelers, investors, customers, employees, and agents and brokers. The dialogues were supplemented by evidence from industry sources and results of prior stakeholder feedback (e.g., customer, agent and broker, and employee engagement surveys), including feedback from our investor interviews.

Working with our management-level [Sustainability Committee](#), as well as the internal dialogue participants, we then **refined** the list of priority topics to the following 16 topics:

## Our Drivers of Sustained Value

- [Business Strategy & Competitive Advantages](#)
- [Capital & Risk Management](#)
- [Climate Strategy](#)
- [Community](#)
- [Customer Experience](#)
- [Data Privacy & Cybersecurity](#)
- [Disaster Preparedness & Response](#)
- [Diversity & Inclusion](#)
- [Eco-Efficient Operations](#)
- [Ethics & Responsible Business Practices](#)
- [Governance Practices](#)

**About Our Sustainability Reporting**

## All Illustrative Initiatives

## Stakeholder Engagement &amp; Topic Prioritization

**Reporting Frameworks & Standards**

- [Human Capital Management](#)
- [Innovation](#)
- [Investment Management](#)
- [Public Policy](#)
- [Safety & Health](#)

Click on the above links for a discussion of how each topic contributes to sustained value creation at Travelers.

## Reporting Frameworks & Standards

This website communicates our company's value creation story holistically and is informed by the Integrated Reporting Framework, maintained by the International Financial Reporting Standards (IFRS) Foundation. Additionally, this site contains reports generally aligned with the following frameworks and standards.

### Sustainability Accounting Standards Board (SASB) Standards

The SASB standards (maintained by the IFRS Foundation) are industry-specific sustainability accounting standards designed to guide public companies in their disclosure of relevant sustainability-related information to investors. We have included on our site a standalone [report](#) corresponding to the SASB Insurance (FN-IN) Industry Standard.

### Task Force on Climate-related Financial Disclosures (TCFD) Recommendations

The Financial Stability Board's TCFD developed recommendations aimed to produce more effective climate-related disclosures for the benefit of investors, lenders, insurers and other stakeholders. Since 2023, these recommendations have been incorporated into the IFRS Foundation sustainability reporting standards. We provide disclosures consistent with the TCFD recommendations in this standalone [report](#).



# Illustrative Initiatives

**2024 Travelers Risk Index**

# Understanding the Growing Concern over Cyber Risks



The Travelers Risk Index, our annual national survey of approximately 1,200 business leaders, reveals that cyber risks have reclaimed the top spot among business concerns for 2024. Notably, the percentage of respondents worried about cyber threats is now at the highest level in the 11-year history of the [Travelers Risk Index](#).

Launched in 2014, the survey polls business insurance decision-makers from U.S. companies of various sizes and industries to uncover their most pressing concerns. By identifying the foremost cyber threats and monitoring the rise in cyber incidents reported by survey participants, Travelers is able to develop and enhance risk management materials aimed at educating and preparing businesses to handle cyber risks effectively.

[Click here](#) for a summary of the key findings from the 2024 Travelers Risk Index.

**RELATED RESOURCES**

- Travelers Institute® Digital Resource: [Cybersecurity Readiness Hub](#)
- Travelers Institute® Webinar: [Get Cyber Ready: Best Practices for Navigating Today's Biggest Threats](#)
- Travelers Institute® Press Release: [Travelers Institute Announces Fall Schedule for Cybersecurity Symposia](#)



## Affordable Housing

# Support through Funding and Volunteerism



In 2024, Travelers continued its close partnership with Habitat for Humanity® International (HFHI) – an organization that works in all 50 U.S. states and more than 70 countries to help millions of people achieve independence through safe and affordable housing. In addition to constructing new homes, HFHI renovates existing buildings in many communities, particularly in urban areas, and works with local communities to address a variety of housing needs after natural disasters.

In 2024, Travelers employees throughout the United States and Canada volunteered for HFHI, and Travelers continued to provide funding for HFHI's programs.

Location	Total volunteer hours in 2024	Total number of volunteers in 2024	HFHI affiliates
Canada	746	101	8
United States	7,157	876	61
Total	7,903	977	69

Through its funding and employee volunteerism, Travelers also supports the following organizations focused on improving affordable housing:

- **Northside Institutions Neighborhood Alliance (NINA).** NINA is a nonprofit community development corporation dedicated to restoring abandoned buildings and expanding homeownership opportunities for low- and moderate-income households. The organization achieves this through the rehabilitation of historic houses and the construction of new homes on vacant lots. NINA specifically focuses its efforts on revitalizing the Asylum Hill neighborhood in Hartford, Connecticut.
- **Rebuilding Together.** Rebuilding Together is a nonprofit, nonsectarian volunteer organization that is dedicated to helping low-income homeowners by providing them with free home renovation and repairs through its local affiliates.

## Community Benefits

- Nonprofit rebuilding and construction organizations create jobs for local construction workers and contractors and revitalize neighborhoods, improving safety and increasing the value of community assets.
- HFHI provides prospective homeowners with financial literacy training and home maintenance education, helping to ensure that they are well equipped for long-term success.

- Volunteers are contributing to the development of their local areas and creating a stronger sense of belonging and community. This collective effort helps to support the personal growth of individual families while helping to build generational wealth.

**Travelers Benefits**

- Travelers “team builds” encourage employee engagement and help build camaraderie.
- Travelers employees have the ability to participate in new construction, rehabilitation and other projects, providing them with valuable skills and practical knowledge that they can apply while working with claimants and on underwriting property accounts.

**American Forests Partnership**

# Partnering for a Purpose – Helping to Reforest North America



In just five years, Travelers Personal Insurance has achieved significant environmental, educational and operational benefits through bold partnerships with American Forests and the U.S. chapter of 1t.org, contributing to a global movement of conserving, restoring and growing 1 trillion trees by 2030.

Through American Forests, Travelers funds the planting or conservation of one tree for each Personal Insurance billing account converted to paperless billing.

As of 2024, we have funded the planting or conservation of more than 5 million trees across 18 U.S. states and Canada through our partnership with American Forests and the U.S. chapter of 1t.org. Our current commitment is to fund the planting or conservation of up to 10 million trees by 2030.

Beyond this campaign's environmental impacts of planting and conserving trees, it also positively impacts our customers by providing them with easy access to and retrieval of billing documents online. Operationally, it also helps us save millions of dollars a year in paper and postage costs.

Some of the events that have helped us with our tree-planting efforts in recent years include the following:

- **Connecticut.** Fifty Personal Insurance leaders and employees dug holes, hauled mulch and planted 100 trees at the site of a former Hartford school building wedged between the interstate and downtown. Also present were members of KNOX Green Jobs Apprenticeships, which is a paid training program that offers local young people hands-on work experience and technical skills. In addition, nearly 100 Travelers employees came together with KNOX Hartford and American Forests to plant trees – red oaks, apple trees and junipers – in historic Colt Park in Hartford.
- **Georgia.** Fifty Travelers employees and independent agents gathered with Trees Atlanta for a planting event at Standing Peachtree Park – the event was part of a broader initiative aimed at preserving and restoring vital recreational areas along the Chattahoochee River.
- **Minnesota.** Fifty Travelers employees and independent agents gathered with local government officials and partners from American Forests and Tree Trust Branches to plant trees in Taft Park.

- **Texas.** Travelers employees and local independent agents joined members of the community to plant hundreds of trees in Rio Grande City, Texas, in 2019. This was a particularly important project because 95% of the habitat in this area – home to 11 endangered or threatened species – has been cleared.

### **Community/Environmental Benefits**

- Each tree planted absorbs carbon, improves air quality and helps restore habitats for birds and other animals.

### **Travelers Benefits**

- Travelers achieves cost savings by eliminating the materials and labor costs associated with printing and mailing.
- Employees are increasingly concerned about the environment and appreciate the company's focus on restoring forests, which improves engagement.
- Volunteer activities linked to the partnership provide team-building opportunities.

## BestPrep

# Cultivating Our Talent Pipeline



Travelers has been supporting BestPrep's programs with both volunteer and financial support for approximately 20 years. BestPrep builds meaningful partnerships with schools, companies and other nonprofit partner organizations to prepare Minnesota youth for success in school, their careers and life.

## Community Benefits

- BestPrep's Cloud Coach is an online mentoring program designed to motivate students to think critically about their futures and explore careers in insurance and financial services. By connecting students with professionals, the program helps to foster career awareness, skill development and long-term professional growth. Since the 2017-2018 school year (the first year of Travelers' involvement in this program), Travelers volunteers have mentored more than 900 students participating in the Coach Cloud program. The information below was collected from the organization's student surveys.
  - 98% of students said that their mentor treated them like they were important and valued.
  - 86% of students said that because of Cloud Coach, they know that their performance in school is important to their future success.
  - 87% of students said that because of Cloud Coach, they are thinking more about their plans after high school.
- BestPrep's eMentors is an online mentoring program that offers high school students the opportunity to develop a relationship with a mentor in a professional field. The program empowers students through weekly one-on-one email exchanges with volunteer business mentors followed by an in-person meeting and on-site tour of our St. Paul, Minnesota, office. Travelers employees have mentored 1,500 students through the program.
  - 94% of teachers reported that through this program, their students gained a better understanding of the skills needed for a career in the professional world.
  - 87% of students reported that their knowledge of the career fields offered at their mentor's company increased.
  - 92% of students reported that they improved their written and interpersonal communication skills.

- BestPrep's Minnesota Business Venture (MBV) program is a week-long summer educational experience designed to introduce high school students to the world of business and entrepreneurship. Held annually, the program provides students with the opportunity to develop their business skills through hands-on learning, mentorship and real-world business simulations. Since 2011, Travelers employees have participated as program leads for more than 45 summer sessions.
  - 98% of students reported that they developed workforce-readiness skills, including teamwork, communication and networking.
  - 97% of students reported that they now feel more motivated to take steps to achieve success in the future.
  - 100% of students were able to identify one or more financial literacy skills that they gained at MBV.

### Travelers Benefits

- BestPrep's programs introduce students to Travelers as potential future employees or customers.
- Employee volunteers expressed satisfaction with the company making investments in youth, which deepens engagement and helps with retention.



**Claim University**

# Training World-Class Claim Professionals



Our Claim University team, based at our innovative flagship educational center in Windsor, Connecticut, is dedicated to providing technical training and professional development opportunities for our Claim employees.

Opened in 2007, the [Claim University](#) facility is designed to accommodate all forms of learning – from traditional classroom and interactive experiences to self-paced virtual and blended learning. As an enterprisewide hub of continual learning and knowledge-sharing, the facility welcomes thousands of Claim employees annually to gain hands-on experience with property, auto, heavy-equipment damage, and medical and liability scenarios.

Through real-world simulations, our Claim professionals are able to not only learn the technical fundamentals but also develop skills that will help them effectively engage with customers, agents and business partners. This holistic and ongoing approach to training and professional development complements our employees' field experience and helps ensure our customers are served by some of the industry's most prepared, knowledgeable and confident Claim professionals.

**Committed to Military Veterans**

# Supporting Those Who Serve



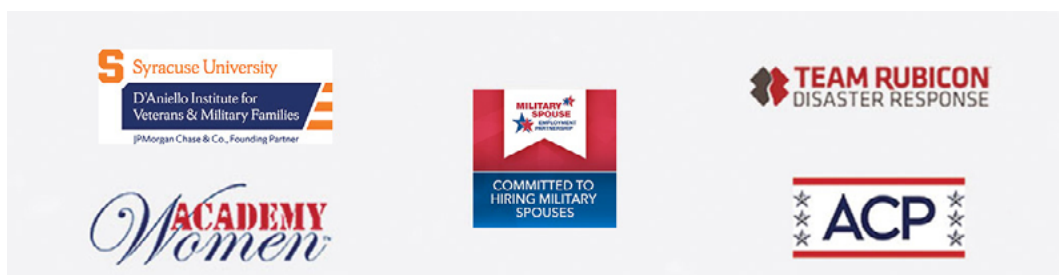
Military veterans can face challenges when transitioning to the civilian workforce. Travelers recognizes that military veterans can bring valuable experiences and skills to the corporate world and is committed to supporting and helping veterans reintegrate into the workforce.

The company participates in military job fairs and maintains relationships with base transition offices and partners, such as Hiring Our Heroes. We also offer robust military-friendly programs and benefits, including:

- An employee resource group focused on building awareness of veterans' skills and experiences. Since its launch in 2013, the Military/Veterans & Allies Diversity Network has grown to more than 3,300 members.
- A recruiting initiative designed specifically to help military spouses build their careers at Travelers. Since 2020, we have hired more than 300 military spouses and created a forum where they can come together to share tips, exchange resources and offer support to one another.
- An alliance with American Corporate Partners, a national nonprofit that helps veterans discover their next careers. Since 2010, more than 900 protégés have connected with approximately 340 Travelers employees for customized career mentorships. Over the years, more than 250 protégés have obtained employment during their mentorships with Travelers employees.
- Comprehensive benefits for employees deployed on active duty, including full benefits – this is in addition to supplementing employees' military pay for up to five years of their deployment.

The company has also signed the Statement of Employer Support of the Guard and Reserve at both state and national levels and participates in the Department of Defense Military Spouse Employment Partnership, which connects military spouses with partner employers who have committed to recruit, hire, promote and retain military spouses. Travelers has also been recognized as Partner of the Year by Code Platoon, an Employer for Outstanding Support by the U.S. Navy Reserve and a Beyond the Yellow Ribbon company by the Minnesota National Guard.

We count the following organizations as valued partners in supporting veterans and their spouses:



Travelers is also a sponsor of Operation Shower, an organization that provides baby products to expectant military families through baby showers to help ease the stress of deployment. Through our partnership, Operation Shower baby showers take place annually as part of the Travelers Championship® golf tournament.

In 2024, Travelers continued its partnership with the D'Aniello Institute for Veterans and Military Families (IVMF) to host career readiness programs at military bases throughout the country, as well as support workshops that help veteran small business owners sustain and grow their businesses. At IVMF's 2024 Veteran Women Igniting the Spirit of Entrepreneurship conference, Travelers led a session about cybersecurity and resilience, emphasizing the growing cyber threats to small businesses, the importance of securing technology and the need to create business continuity plans.

## Community Service Vehicle Donations

# Driving Opportunity



Travelers is proud to partner with Recycled Rides®, a program managed by the National Auto Body Council (NABC) that brings together insurers, auto repair shops and community members to donate refurbished vehicles to those without reliable transportation. Since 2009, the company has donated 73 vehicles to individuals and organizations, including U.S. veterans and active military members, educational institutions and community organizations.

In 2024, Travelers donated eight vehicles through the Recycled Rides program, benefiting veterans and families in need. In addition, Travelers donated a vehicle to the NABC F.R.E.E. (First Responder Emergency Extrication) Program, a training program for firefighters and first responders on extrication and safety.

## Community Benefits

- This partnership helps provide individuals and families with access to transportation for employment, health care, nutritional and recreational needs.
- Through this partnership, charitable organizations obtain an asset that enables them to further their mission and increase impact.

## Travelers Benefits

- Supporting this program enhances our relationships within the auto industry.
- Travelers receives positive brand recognition among supporters and beneficiaries of the Recycled Rides program.
- Travelers employees who are involved in identifying vehicles to donate, selecting charities to benefit from the donations and representing Travelers at presentations gain skills valuable to our company and experience satisfaction from Travelers using its resources to benefit the community.

## Connecticut Invention Convention

# Inspiring the Next Generation of Inventors



In 2024, more than 120 Travelers employees across the nation served as volunteers and judges for the Connecticut Invention Convention (CIC), an entrepreneurial competition among innovative students in grades K-12. Travelers sponsored the Safe Home and Safe Auto Awards, which representatives from our Claim organization presented at the CIC State Finals. Participating employees logged more than 300 volunteer hours. More than 50 young inventors progressed to the state finals, winning 18 different prizes and awards. Here are details on the Travelers-sponsored awardees:

- **Travelers Safe Auto Award.** A fourth-grade student sought to address the dangers of sun glare for drivers. To solve for the fact that current sun shields don't align with drivers' eyes, the student invented the "Improved Visor Sun Shield," which moves with drivers and consistently shields their eyes from sun glare. By improving visibility while driving, this invention is a significant innovation in auto safety.
- **Travelers Safe Home Award.** Two siblings in fourth grade saw how existing carbon monoxide (CO) alarms detect danger but don't avert it. That's why they invented "Safety CO" to do both. When the device senses high CO levels, it automatically opens the window for proper, life-saving ventilation – important for people (or pets) who couldn't otherwise escape to fresh air.

Since 2021, the CIC has brought innovation programs to more than 30,000 students statewide. In 2024, it had the most diverse class of inventors in nearly 40 years of operation. In addition, more than 92% of CIC inventors came from below-average-income communities.

## Community Benefits

- Invention provides students with a unique means to discover new skill sets and creatively apply these skills in real-life settings.
- Our partnership with CIC encourages students to innovate and develop products that could positively affect their community in the future.

## Travelers Benefits

- Our partnership with CIC provides employees with opportunities to leverage their professional capabilities, such as team building and presentation skills, which helps further develop Travelers' talent base.
- Through our partnership with CIC, employees are exposed to the innovation mindset; innovation is essential to our business, helping us experiment, learn and create exciting new solutions that make Travelers stand out in the market.
- Employees have expressed satisfaction with the company making investments in the next generation, which deepens engagement and boosts retention.



## Cybersecurity

# Cybersecurity Awareness Month



Cyber threats continually evolve and pose risks to our customers and business partners, our communities and our company. Travelers takes a holistic approach to cybersecurity, which includes a comprehensive awareness initiative, to foster safe cyber behaviors.

October is Cybersecurity Awareness Month, a collaborative industry- and government-led effort to continue raising awareness around the importance of cybersecurity. Each year, Travelers initiates a campaign to highlight critical cyber-related risks, as well as actions employees can take to safeguard Travelers' and our customers' information.

In 2024, our "Be CyberWise – Work. Home. Everywhere." campaign centered on educating, empowering and enabling employees through multiple learning and engagement mediums. Highlights included physical and digital signage, an action-focused training course to help mitigate cyber risk and reduce potential impact from an incident, a capture-the-flag competition that tested technical cyber savviness, a series of humorous video shorts accompanied by industry best-practice cyber safety tips and a "Cyber Heroes" series to celebrate employee vigilance to thwart cybercrime. Together, these efforts made for a comprehensive employee awareness campaign to help keep our customers, our partners and each other cyber secure.

In 2024, the Travelers Institute, the public policy division of Travelers, marked Cybersecurity Awareness Month with three cybersecurity symposia – in Philadelphia, Pennsylvania; Irvine, California; and the Washington, D.C., metro area – as part of its [Cyber: Prepare, Prevent, Mitigate, Restore](#)® series. These in-person programs convened business and public sector leaders alongside independent insurance agents and brokers, who all received tools and practical, actionable advice to bolster their cyber hygiene. The audience heard from Travelers cybersecurity experts and a range of government speakers, including experts from the U.S. Small Business Administration and the Cybersecurity & Infrastructure Security Agency (CISA).

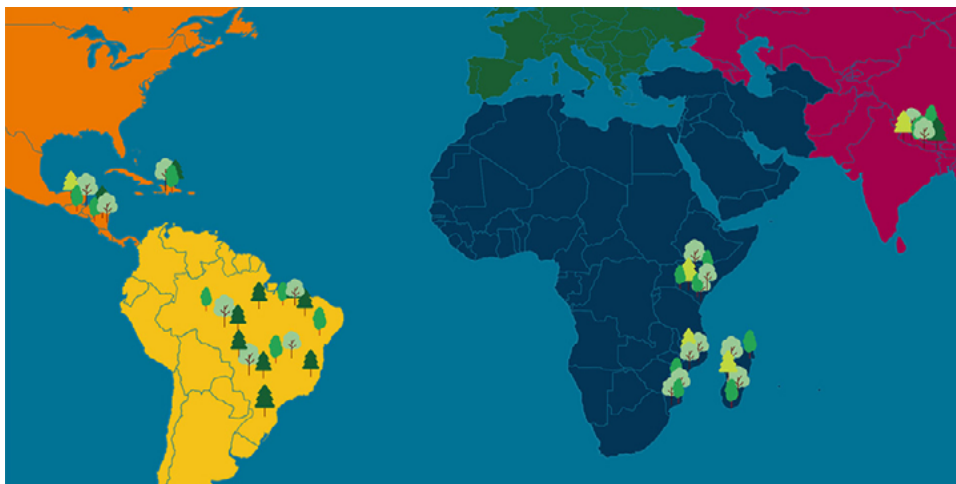
The Travelers Institute also hosted a webinar, part of the [Wednesdays with Woodward](#)® series, that provided an update on the cyber threat landscape and five critical steps to help enhance cyber hygiene, including using multifactor authentication, having an incident response plan and investing in backups. The webinar featured the former Chief Information Officer from the National Aeronautics and Space Administration (NASA), representatives from CISA, and members of Travelers' leadership team.

## RELATED RESOURCES

- Travelers Institute® Digital Resource: [Cybersecurity Readiness Hub](#)
- Travelers Institute® Webinar: [Get Cyber Ready: Best Practices for Navigating Today's Biggest Threats](#)
- Travelers Institute® Press Release: [Travelers Institute Announces Fall Schedule for Cybersecurity Symposia](#)

## Environmental Initiatives in Europe

# Growing the Travelers Europe Forest



Within our European operation, we partner with OnHand, a “tech for good” organization that facilitates community and environmental sustainability initiatives in the United Kingdom and Ireland, including the “Travelers Europe Forest” tree-planting program.

Established in 2021, the Travelers Europe Forest is made up of multiple forests around the world. OnHand plants saplings on our behalf where trees are needed most, such as global farming communities and wildlife areas. The trees help reduce carbon emissions, increase biodiversity and prevent erosion, while also providing communities with economic opportunities, increased food security, and protection from landslides and other naturally occurring events.

Employees help grow the forest by being matched with volunteer or environmental sustainability activities via OnHand’s mobile app, and OnHand then plants trees in return. Activities range from mentoring disadvantaged youth to taking part in team eco-cleans near our offices. Travelers also pays for additional trees to be planted in the forest as incentives or gifts – for example, for employee long-service awards.

In October 2024, we announced that the program had achieved a major milestone: It has now planted more than 10,000 trees for projects in Brazil, Haiti, Honduras, Kenya, Madagascar, Mozambique and Nepal.

**Featured Service Project**

# Play Together, Stay Together



Children in foster care often experience a range of mental health conditions, including anxiety, social phobia and various conduct disorders. One indicator of the scope of this problem is that children and teens in foster care are twice as likely as combat veterans to be diagnosed with post-traumatic stress disorder (PTSD), according to One Family Illinois (OFI) – the nonprofit we partnered with for our 2024 annual service project. Furthermore, siblings are often separated in the foster care process, and when siblings are separated, the mental health risks are even higher.

OFI is addressing the toll that foster care takes on children by providing a neighborhood “village” in Chicago’s Auburn–Gresham community where foster siblings are kept together and live in homes with professional foster parents. In addition, the children benefit from trained support staff, clinical therapists, wellness programs and more.

In 2024, more than 100 Travelers volunteers and business partners came together to build a KABOOM! playground and recreational area for OFI children and families. Volunteers built a playscape, as well as raised garden beds, park benches, picnic tables and shade structures. Volunteers also helped to assemble furniture and set up computers in a newly renovated community center for OFI funded by Travelers.

Dozens of children and families in the OFI community will now have a safe place to play and learn, contributing to their overall physical and mental well-being.

**Community Benefits**

- Families and children benefit from access to recreational and learning spaces that contribute to their overall physical and mental health.

**Travelers Benefits**

- Through their volunteer efforts in service of our communities, employee volunteers were also able to further develop their team-building, networking and project-management skills.
- In addition to the positive impact on communities, these partnerships benefit Travelers by driving stability and security in the places where we operate.

**Fostering a More Inclusive Workplace for People with Disabilities**

# Providing Opportunities for Employees to Achieve Their Full Potential



As part of our commitment to fostering an inclusive culture and a work environment where everyone can thrive, Travelers partners with several organizations to support individuals of all abilities in the workplace.

Travelers is a member of the Neurodiversity @ Work Employer Roundtable – a collection of cross-industry employers committed to neurodiversity-focused hiring initiatives. These companies comprise a community of employers that work together to create understanding, awareness and supportive systems that provide opportunities for neurodiverse employees to grow and achieve their full potential.

We also partner with local nonprofit organizations, such as Viability and the Wells Fargo Center for Neurodiversity and Inclusive Employment at UConn, to provide awareness training and job placement assistance for individuals with disabilities. These partnerships have allowed Travelers to help people with disabilities find financial security, gain independence, build confidence and, most importantly, feel empowered and valued for the skills and perspectives they bring to work every day. As program participants have noted, the program can be life changing.

Through these programs, we are able to leverage the unique skills of previously untapped sources of employee talent to help our business succeed, while providing a more inclusive culture where our employees can bring their best selves to work.

Our Disability & Allies Diversity Network, an employee resource group with 2,200+ members, focuses on building disability awareness, appreciation and connectedness at work and in our communities. It engages employees to support our communities through volunteer work for the Special Olympics Connecticut, the Donny Marshall Charity Classic and the Ryan Martin Foundation. In addition, the network connects employees who have family members with autism or multiple sclerosis through its Puzzle Pieces of Autism and Multiple Sclerosis groups.

As a result of our successful efforts, Travelers has become a thought leader with respect to disability inclusion; in recent years, we have shared best practices as presenters at the Northeast Regional Higher Education Neurodiversity Coalition Conference and Cornell University's Workplace Disability Inclusion: Innovations and Initiatives course. Additionally, we partner with the Rochester Institute of Technology's Spectrum Support Program and assist as guest lecturers at its annual Career Ready Boot Camp.

## Greening Claims

# Monitoring the Environmental Impact of Our Vehicle Usage



Travelers maintains a fleet of vehicles operated primarily by Claim and Underwriting professionals who spend substantial time on the road. We work to minimize the number of vehicles and regularly evaluate our fleet options and plan to continue to transition our fleet to more environmentally efficient vehicles over time. The mobile combustion emissions related to claim services and catastrophe response vehicles fluctuate with the number and severity of claims and natural catastrophes that we respond to in a given year. Prompt, safe and effective claim service remains our top priority.

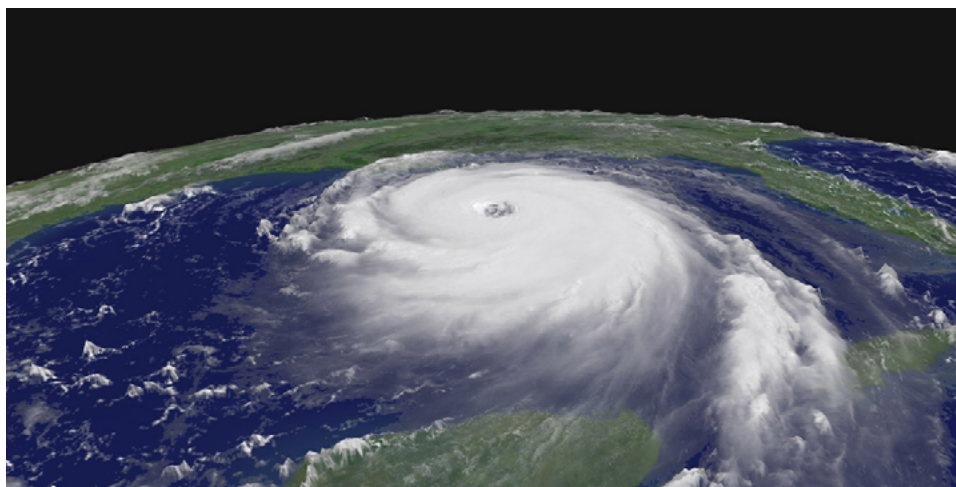
Many of our recent efforts to enhance our claim service also create opportunities to reduce our emissions intensity. These efforts, described in further detail under [Innovative Products & Services](#), include:

- **Virtual Inspections.** When appropriate, our customers can upload photos and videos to support their claim. This can eliminate the need for an on-site inspection of the loss, making the claim process more efficient and reducing the miles driven by our Claim fleet.
- **Drone Use.** Deploying drones to inspect roof damage can reduce the need for third-party ladder assist services, which reduces travel to the claim inspection.



## IBHS Sponsorship

# Supporting Research in Severe Weather Readiness and Response



Travelers has partnered with the Insurance Institute for Business & Home Safety (IBHS) for more than 20 years. We have played a key role in guiding the IBHS research team as a co-founding member of the state-of-the-art IBHS research center located in Chester County, South Carolina. Additionally, in light of our strong commitment to IBHS, we have a permanent seat on its executive committee.

IBHS delivers top-tier science and translates it into action so we can prevent avoidable property losses, strengthen homes and businesses, and help communities recover faster from a natural disaster.

According to a 2019 National Institute of Building Sciences study, for every \$1 spent on mitigation, the United States can save \$6 in future disaster costs. Over the last decade, IBHS has conducted full-scale laboratory testing at its facility and has influenced changes to existing building code standards and best practices to mitigate potential losses. Through our research partnership with IBHS, we have gained a better understanding of severe wind, hail and fire impacts on building engineering standards and have incorporated these insights into our underwriting and pricing methodologies. For example, in many states, our newest homeowners program offers a discount of up to 18% on hurricane premium for homes built to the IBHS FORTIFIED Gold™ standard. In Alabama, depending on the location, the discount can be up to 55% on hurricane premium for this designation.

The events and programs listed below highlight some of the recent work on which we have collaborated with IBHS:

- In 2024, IBHS introduced a wildfire prepared neighborhood framework, which aims to provide specific metrics and data requirements for communities to achieve and maintain resilience against wildfire. This framework, for example, includes specific requirements about building density within the community and wildfire preparedness of individual buildings. This new framework provides neighborhoods and communities with a pathway to reduce wildfire risk.
- In 2023, IBHS released a report evaluating the performance of Florida's building code during Hurricane Ian. Key takeaways were that newer construction performed very well and was much less likely than older construction to experience damage, especially in the areas that experienced the highest wind speeds. These results should serve as a lesson to other states that building codes are a very important and cost-effective risk mitigation tool to reduce the impacts of weather and climate-related risks.



- In January 2022, IBHS introduced the FORTIFIED Multifamily™ standard, providing a cost-effective pathway toward resiliency for the more than 160 million Americans who live in multifamily housing. An October 2022 study from the Alabama Center for Insurance Information and Research demonstrated that a significant amount of storm damage can be mitigated through investment in resilient multifamily construction, with a return on investment as high as 72%.
- In August 2021, IBHS released the Wildfire Prepared Home program. Similar to the FORTIFIED program for wind, this program provides homeowners with a pathway to receive a three-year designation recognizing their efforts to reduce wildfire risk. Importantly, the designation process includes an independent inspection and assessment to evaluate the effectiveness of the home's wildfire mitigation efforts.

**Innovation for Safety**

# Leveraging Technology to Improve Worker Safety

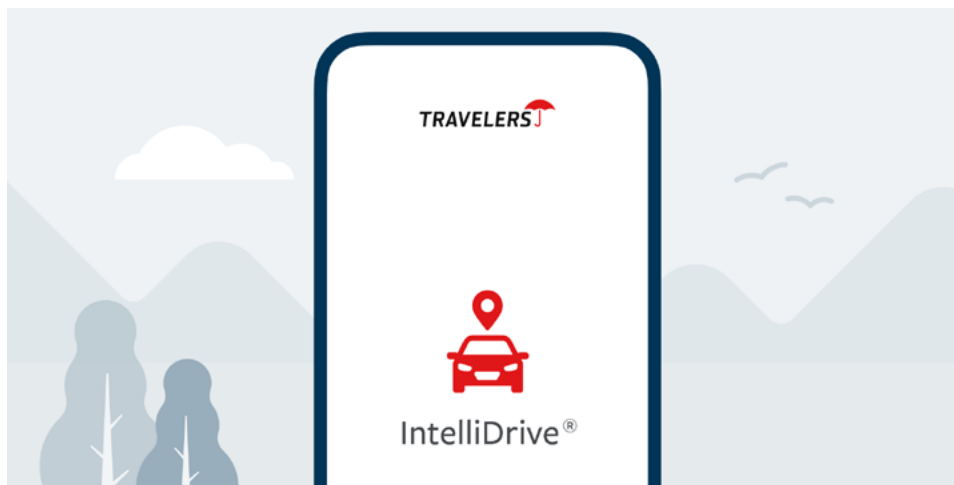
**AI-Assisted Ergonomic Assessments**

Travelers was the first insurance carrier to offer its business customers virtual ergonomic assessments supported by technology that uses AI. The technology analyzes a video of a worker performing a task, which can be taken either by an ergonomist while on-site or by a customer. The video analysis helps Travelers' ergonomists identify motions and postures that could result in injury. Travelers ergonomics professionals use the results of the video analysis to develop consultative reports, providing our customers with a range of possible solutions to help keep workers safe.

Musculoskeletal disorders, often caused by poor posture, a lack of defined safe work practices or poor workstation design, can lead to serious employee health issues and can have implications for customer operations (for example, productivity, quality of work and employee turnover). By using AI-enhanced ergonomic technology, we can help reduce the time spent assessing workplace design problems, enabling our ergonomics professionals to focus their attention on developing tailored workplace improvements that can help our customers reduce the risk of workplace injuries and related costs. Our technology and commitment to enhancing customer experience allow us to deliver this service either on-site or virtually.

## IntelliDrive®

# Leveraging Telematics to Encourage Safe Driving



Through consistent feedback and educational tips, our customers can better understand their driving habits by participating in our IntelliDrive® smartphone-based telematics programs. They also have the opportunity to influence their auto insurance premium based on their driving behaviors.

Introduced in 2017, *IntelliDrive* is a 90-day program available in 39 states and Canada. In most locations:

- New customers who enroll in the program can receive savings of up to 10% for their first term just for participating.
- Customers with safer driving behaviors can see savings of up to 30% on their auto premiums at renewal, while riskier driving habits may result in a higher premium.

In 2024, Travelers built on *IntelliDrive*'s success and launched *IntelliDrive 365* in four states. Throughout the life of the policy, *IntelliDrive 365* will evaluate certain driving behaviors, provide positive reinforcement for safer driving behaviors and offer tips on how to improve based on personalized driving data. By enrolling, new customers can save up to 10% on their policy's first term, with an enrollment participation discount, and up to 2% when the policy is renewed if eligible drivers continue to participate in the program. In addition, customers could save up to 35% at renewal for safe driving behaviors, while riskier driving behaviors will result in a higher premium.

## Making an Impact

Leveraging telematics has been impactful for both our company and our customers. Our telematics programs allow us to attract and retain safer drivers, more accurately price for higher-risk drivers and increase customer engagement.

Participating in a smartphone-based telematics program also gives customers the opportunity to influence their premiums by obtaining real-time feedback and tips on safe driving. For example, customers can easily monitor a driving-performance dashboard in the app, which measures "Distraction-Free Streaks" and encourages them to limit phone use while driving. The app also provides drivers with relevant content from Every Second Matters®, our distracted driving education campaign.

- [Click here](#) to learn more about *IntelliDrive*.
- [Click here](#) to learn more about *IntelliDrive 365*.

**RELATED RESOURCES**

- Travelers Institute® [Every Second Matters Distracted Driving Campaign](#)
- Travelers Institute® Education Guide: [Every Second Matters: Reducing Distracted Driving, One Voice at a Time](#)
- Travelers Institute® Webinar: [How Technology Innovations Are Improving Distracted Driving Data and Advancing Safety](#)

**Investing in College Access and Success**

# Supporting Nonprofits to Help Students Succeed



To help high school and college students in under-resourced communities gain access to college or find a career path, Travelers partners with four organizations: College Possible, Hartford Promise, The Opportunity Network and uAspire. These partners connect students and their families with scholarships, college and career planning tools, mentoring, career coaching and postgraduate employment opportunities. The results have helped thousands of students across the United States pursue their college and career dreams.

**College Possible**

College Possible's mission is to close the degree divide and make college possible for students from low-income backgrounds through an intensive curriculum of coaching and support. Since 2021, Travelers has supported the Catalyze program for community colleges, an expansion of College Possible's proven model that provides students with training, professional development, a sense of community, team building and course registration support. Through this comprehensive approach, students develop a roadmap for college and career success; understand, navigate and use more on-campus and community resources; form supportive peer groups and campus relationships; and stay on track academically. Students also learn to navigate social and academic challenges and learn effective budgeting and time-management skills. In the 2023-2024 academic year, Catalyze served more than 700 community college students.

**Hartford Promise**

Travelers is a founding partner of Hartford Promise, a scholarship and integrated college success program for Hartford public school graduates. Believing that all students should have access to higher education, Hartford Promise seeks to "level the playing field" for Hartford students and families, many of whom do not have the resources or even the expectation of going on to college. Since its inception, Hartford Promise has awarded \$9.5 million in scholarship dollars to more than 1,100 scholars.

The organization's Integrated College Success Model, inspired by the [Travelers EDGE®](#) career-pipeline program, is designed to markedly increase a student's opportunities and success after high school by removing financial barriers through scholarships and recognizing that many Hartford Promise scholars will be first-generation and low-income college students.

The model is designed to bring Hartford Promise Scholars the critical support, transition services and key relationships that research shows are integral to college success. Hartford Promise's programs and services "reach back" into the Hartford public school system by strengthening the college-going culture; raising awareness of the program; helping students become college aware and college focused at the onset of their high school careers; and helping students stay on track for college admission. Hartford Promise's model also "reaches forward" by staying closely engaged with students and building strong college/university partnerships.

## The Opportunity Network

Travelers partners with The Opportunity Network (OppNet) to provide college access and professional mobility opportunities for students from economically disadvantaged communities. OppNet's Career Fluency® curriculum, geared toward high school and college students, bridges the gap between academic learning in the classroom and achievement in college and careers. OppNet's Partnerships program extends its Career Fluency® framework to over 10,000 students across the United States, primarily impacting young people from low-income communities. By collaborating with schools and community organizations, OppNet integrates its content into various educational models and provides professional development workshops to train educators in culturally responsive practices. This program builds the capacity of partner organizations to enhance career outcomes for their students. Travelers previously partnered with OppNet through [Travelers EDGE](#). Through our expanded partnership, Travelers employees support OppNet as volunteers throughout the year by participating in events such as speed networking, mock interview workshops and industry-specific career exposure panels.

## uAspire

Since 2021, Travelers has served as the sponsor of uAspire's Financial Aid Series to help address the financial aid and affordability needs of college students. Founded in 1985 as a scholarship organization, uAspire has more than 35 years of providing specific expertise in serving low-income students who are the first generation in their families to attend college. uAspire advises students in California, Massachusetts and New York and trains counselors on college affordability across the United States. Travelers volunteers are contributing to uAspire's mission by helping students understand financial aid options and research available scholarships.

## Community Benefits

- College Possible, Hartford Promise, OppNet and uAspire help ensure that higher education is affordable and accessible for first-generation college students and/or students in need.
- Students receive college preparation, retention and transition support, thus making college matriculation and completion more attainable.
- Students build their professional and personal networks and leverage social capital for success in college and the professional world.

## Travelers Benefits

- Through these partnerships, Travelers gains exposure to a pool of college graduates to tap into as future talent.
- These partnerships provide employees with opportunities to leverage their own professional capabilities, such as mentoring and presentation skills, which helps further develop Travelers' talent base.
- Employees have expressed satisfaction with the company making investments in the next generation, which deepens engagement and helps drive retention.



**Junior Achievement Insurance Learning Labs**

# Fostering Financial Literacy and Insurance Know-How



Travelers has partnered with Junior Achievement (JA) for nearly two decades, providing financial support and employee volunteers for local programs. In 2019, in coordination with JA, Travelers launched insurance learning lab “storefronts” in Colorado, Minnesota and Georgia to teach students about insurance basics and how to make responsible economic decisions, help them develop financial literacy and prepare them for future success. Housed in JA’s experiential learning centers, the storefronts reinforce concepts for students by providing hands-on business simulations. In 2022, Travelers partnered with Junior Achievement of Central Maryland to create our fourth Travelers storefront, which serves more than 46,000 K-12 students each year. In 2023, Travelers renewed its commitment to Junior Achievement Rocky Mountain with a \$100,000 grant to support a storefront in its brand-new facility. This three-year commitment is intended to enable more than 1,700 students to participate in the program free of cost. The facility is designed as an interactive marketplace environment with on-site activities to allow students to exercise lessons learned in the classroom.

In 2024, the Travelers Foundation pledged \$1.5 million to Junior Achievement of Southwest New England (JASWNE) to be the exclusive insurance company supporting the building of the future JA Finance Park, an experiential learning facility that provides a hand-on business simulation environment and a capstone program for personal financial planning and career exploration. The new facility will include a Travelers storefront and is expected to open for the 2026–2027 school year.

In addition, Travelers provided more than \$250,000 in financial assistance, as well as volunteer support, to several JA organizations across the United States. In 2024, more than 1,800 employee volunteer hours were logged to support JA organizations across the United States and Canada.

In recognition of its service, Travelers received the U.S. President’s Bronze Volunteer Service Award for the 2023–2024 school year. Created by the President’s Council on Service and Civic Participation, the award recognizes individuals and organizations that contribute a significant amount of time to volunteer service. Junior Achievement USA®, as an official certifying organization, designated Travelers for volunteering more than 1,500 hours across the country.

**Community Benefits**

- The program provides age-appropriate learning on topics such as civic constructs, currency, economics and business, helping students prepare at an early age for career and financial decisions to come.
- Our partnerships with JA are focused on districts with limited resources, where students may otherwise not have access to these programs.

**Travelers Benefits**

- The program introduces students to Travelers as potential future employees or customers.
- Employee volunteers have opportunities to build their own capabilities, such as teamwork and presentation skills, which helps develop Travelers' talent base.
- Employee volunteers expressed satisfaction with the company making investments in youth, which deepens engagement and helps with retention.

**Making Mental Health a Priority**

# Shattering the Stigma



According to the National Institute of Mental Health, one in five U.S. adults experiences mental illness. Unfortunately, the stigma associated with a mental health condition is one of the main reasons why people don't seek the help they need. Travelers provides a robust collection of benefits for employees that support all aspects of their lives, including their mental well-being.

Our employees and the family members in their household have access to Spring Health, which provides personalized, convenient mental health care and resources, including eight free therapy sessions and eight free coaching sessions per year at no cost.

Caregiving Support from Wellthy helps employees navigate the challenges they face when caring for themselves, an aging family member, a child or a loved one with special needs or who is chronically ill. Employees are matched with a dedicated care coordinator who can guide them through the logistical and administrative tasks of caregiving, from providing information on financial support to assisting with needs specific to military veterans and their families. They can provide everything from quick help for an urgent situation to long-term support for ongoing care needs.

Throughout the year, Travelers features guest speakers and offers activities and resources to support our employees and their loved ones. During Mental Health Awareness Month, we put a special focus on shattering the stigma associated with mental illness and encourage employees to be champions who support others by wearing green. In 2024, the Travelers Tower in Hartford, Connecticut, was also lit in green.

Additionally, the Travelers Institute, the public policy division of Travelers, has highlighted mental health issues externally through its webinar series [Wednesdays with Woodward®](#) and its [Forces at Work<sup>SM</sup> initiative](#).

**RELATED RESOURCES**

- Travelers Institute® Webinar: [Mental Well-Being in the Workplace](#)
- Travelers Institute® Webinar: [Reclaiming the Lost Art of Connecting](#)

## MyTravelers®

# Simplifying the Customer Experience



At Travelers, we believe in the power of feedback to understand consumers' changing needs so we can continue to deliver exceptional experiences that exceed their expectations. Our customers' satisfaction is core to how we do business and provide service to them.

It was customer feedback that led us to increasingly focus on digital capabilities. And it led us to embark on a redesign of our [MyTravelers®](#) mobile app and web experience, through which customers can:

- Manage payments through bill pay and auto pay options.
- Access, download and print insurance cards.
- File and track claims and chat with a Claim professional.
- Go paperless.

We've redesigned both the *MyTravelers* mobile app and web experiences to include more intuitive navigation features, a greater consistency between the mobile app and web experience, and enhanced security. To help advance adoption of our digital capabilities, we fund the planting or conservation of one tree for every Personal Insurance billing account that elects to go paperless, in partnership with [American Forests](#) – up to 10 million trees in all.

When it comes to our *MyTravelers* mobile app, the success of our efforts is reflected in our 4.7-star Apple app store rating based on more than 83,000 reviews through 2024.

**National Catastrophe Center**

# Catastrophe Planning and Response



Our National Catastrophe Center is the hub of our catastrophe response planning and event response efforts. Staffed by more than 100 full-time Catastrophe Management professionals, this “command center” is equipped with state-of-the-art tools to actively monitor weather and claim trends, enabling us to quickly transform information into action.

Our Catastrophe Management team continually monitors and evaluates data from numerous sources. This allows us to plan and coordinate responses in a secure environment away from the disaster area. We track storm formations to identify developing weather patterns five, 10 or even 14 days in advance, enabling us to evaluate the potential impact for customers and, where appropriate, to stage event response resources before an event. After an event, we aggregate millions of data points from weather services to create event overlays for our proprietary geospatial tools to visualize an event against our customers’ locations. This data visualization and sophisticated use of layered geospatial insights enhances our overall operational intelligence and helps us deploy Catastrophe Claim professionals to the right place at the right time.

For example, we use our knowledge of the precise size of hail that impacts an area and the type of damage certain sizes of hail can cause in conjunction with our customer location data to assess the estimated severity of losses associated with hail damage. Our digital capabilities give us additional insight to help us determine the scope of an event and the best response strategy. We then layer in ultrahigh-resolution aerial imagery to further assess property damage.

During an event with severe losses, such as a wildfire or tornado, we are often able to inform agents and customers of estimated losses before our Claim professionals are allowed into the impacted area. This also enables an earlier claim process, including advance payments, before our teams physically deploy to an area. For those customers with a significant or total loss, we can pull the pre-event imagery into our estimating software and generate a fully dimensioned 3D diagram of the building to estimate the cost to rebuild.

The digital capabilities of our National Catastrophe Center, paired with the dedicated technical expertise of our catastrophe leadership team, generate an immediate understanding of the event magnitude and its estimated financial impact. This enables us to expedite claims processing, helping our agents and customers prepare for, respond to and recover from disasters more quickly and efficiently. Our commitment to a swift and effective response means that customers experience less disruption and can return to normalcy faster.

**National Catastrophe Center Work and Technical Highlights**

- 20,000-square-foot National Catastrophe Center with capacity for more than 150 people.
- 1,000-square-foot Catastrophe Operations Management Room with dual camera arrays for interactive video conferencing and a 180-square-foot video wall that projects real-time data and analytics from across Travelers and third-party sources.
- Supercomputer weather model analytics.
- Real-time notice of loss and escalation data.
- Simultaneous real-time key performance metrics across multiple events.
- Claim handler availability and deployment information.
- High-resolution post-event imagery and AI imagery analysis.
- Wildfire monitoring and response information.
- Social media monitoring and analytics.
- Real-time drone flight monitoring.
- Multiple television news feeds.

[Click here](#) to take a virtual tour of the Catastrophe Operations Management Room in our National Catastrophe Center.



**Office Renovations**

# Boosting Engagement and Saving Energy



Starting in 2016, Travelers piloted a new open office configuration at our main campus in Hartford, Connecticut, to promote employee engagement and collaboration. Based on positive employee feedback from the pilot program, we decided to implement the new workspace environment at additional Travelers office locations. The new layout promotes employee well-being and productivity by incorporating:

- Increased natural lighting.
- Universal sit/stand workstations.
- More collaborative workspaces.

The redesign includes LED lighting upgrades and more efficient HVAC systems, which reduce the total energy required to run our buildings. The open design provides a sense of spaciousness though it actually reduces the square footage required per employee, further minimizing our physical and environmental footprint. As of year-end 2024, the modernized workspace and hybrid work arrangements implemented in 2022 have led to a reduction of the square footage of our U.S. leased portfolio by about 50%.

The workspace redesign in our U.S. offices is substantially complete. As of year-end 2024, we have completed the renovations at our Hartford campus and renovations to field offices are more than 85% complete. We will continue to update our field locations as office space or business needs change.

**Environmental Benefits**

- Reducing our real estate footprint and improving our operating efficiencies help us lower our energy and greenhouse gas emissions intensity.

**Travelers Benefits**

- The workspace redesign aims to increase employee collaboration and engagement, which play a role in employee well-being, retention and productivity.
- Reducing our real estate footprint and improving operating efficiencies reduce overhead expenses and will help offset future real estate cost increases.

## Small Business – Big Opportunity®

# Small Business Advocacy



Given the importance of small businesses to the national economy, especially as a driver for creating and sustaining jobs, the Travelers Institute believes public policies should encourage entrepreneurship. The Travelers Institute's [Small Business – Big Opportunity initiative](#) helps promote small business success by convening business owners across the country with industry experts to explore solutions to everyday business challenges, such as business continuity planning, access to capital and cybersecurity. The Travelers Institute has collaborated with recognized small business advocates, such as the U.S. Small Business Administration, regional Federal Reserve Banks, the Small Business & Entrepreneurship Council and the National Association of Women Business Owners, as well as community banks and angel investors.

In 2024, the Travelers Institute was joined by representatives from the U.S. Small Business Administration and the Cybersecurity & Infrastructure Security Agency at nine in-person cybersecurity symposia around the country to educate small business owners and those who advise them about evolving cybersecurity risks. Throughout 2024, the Travelers Institute offered continuing education (CE) credits to agents and brokers who attended cybersecurity education symposia. In total, 166 agents and brokers across eight states and the District of Columbia received CE credit, a valuable step in renewing their insurance license. The Travelers Institute also held a webinar focused on cybersecurity, which provided an overview of the current threat landscape and essential practices that can improve cyber readiness for business owners and their customers.

Through its Wednesdays with Woodward® webinar series, the Travelers Institute also addressed important workplace-related issues relevant to small businesses, among others. Topics covered included economic forecasts from renowned U.S. government and industry economists; discussions of employment practices liability; and how to engage with emerging talent. In 2024, the webinar series also featured a discussion with Charles Symington, President and CEO of the Independent Insurance Agents & Brokers of America (The Big "I"), who discussed new findings from the Agency Universe Study, a comprehensive look at the independent agency system.

## RELATED RESOURCES

- Travelers Institute® Webinar: [Employment Practices Liability Explained: What You Need to Know](#)
- Travelers Institute® Webinar: [Future-Focused Strategies for Engaging Emerging Talent](#)
- Travelers Institute® Webinar: [Mastering Market Shifts: What Independent Insurance Professionals Need to Know](#)
- Travelers Institute® Webinar: [Get Cyber Ready: Best Practices for Navigating Today's Biggest Threats](#)

**toolkitPlus**

# Adding Value for Agents and Brokers

## *toolkit*Plus



Travelers is dedicated to helping agents and brokers thrive in a highly competitive landscape. One of the ways we do this is by providing compelling content and the digital infrastructure agents and brokers need to easily launch campaigns that help them engage with consumers.

The *toolkitPlus* platform offers a full suite of free, customizable material, allowing agents and brokers to connect with customers via email, social media, video, digital advertising and more. The platform enables one-click posting of professional content across the agency's social media channels for several weeks, along with targeted email distribution and video sharing.

The goals of this platform are to seamlessly integrate Travelers material into the daily workflows of our agents and brokers, create efficiencies for them, and allow them to communicate with and educate customers – all while helping them establish their unique value proposition.

The *toolkitPlus* experience was designed around the user and reflects familiar online shopping behaviors. When agents choose a marketing item to customize and use, they “add it to their cart.” They can put multiple items into their marketing campaign “cart” and “check out” to launch the campaign or save it for later. They can also rate a campaign on a scale of one to five “stars” if they see benefits such as consumer engagement through social media, video views and email responses.

*toolkitPlus* is also integrated into the Travelers Quote and Issue Platform through our Customer Onboarding Wizard. New customers are automatically sent a “welcome” email with an invitation to review the agency and follow them on social media. Agents can also use *toolkitPlus* to deploy loyalty-building content throughout the year.

Overall, *toolkitPlus* helps agents to be future ready by bringing them the latest technology to help achieve their business goals. Watch this [video](#) to see what *toolkitPlus* is all about.

**Travelers Art Speaks**

# Advancing Inclusion through the Arts



Travelers invests millions of dollars annually to support arts and cultural organizations that help keep our communities vibrant and culturally enriched. We believe that arts and cultural organizations help drive economic growth, enhance learning and build multicultural understanding – leading to more accepting and inclusive communities.

Launched in 2018, Travelers Art Speaks is an employee-focused program that leverages Travelers' investment in arts and cultural organizations to spark meaningful and thought-provoking conversations with participating employees. This initiative engages participating employees in discussions that help drive civil discourse, encourage deep multicultural exploration and promote unity. More than 5,200 participants have been reached by Travelers Art Speaks experiences.

Through Travelers Art Speaks, employees can enjoy in-person or virtual artistic experiences, followed by facilitated discussions. Arts and cultural experiences vary; employees are exposed to different forms of artistic expression, including live theater, visual arts, dance, photography and music.

**Community Benefits**

- Arts and cultural organizations benefit from Travelers' sponsorship and gain visibility among Travelers employees.
- In partnership with Travelers, these nonprofit organizations are building capacity for engaging other audiences in similar discussions.

**Travelers Benefits**

- Travelers Art Speaks supports the company's ongoing efforts to build an inclusive culture through conversations and opportunities that bridge differences among employees with varied life and career experiences.
- Surveys completed by participating employees show that 87% feel the arts and cultural programs provide an effective tool for communicating themes related to inclusion.



## Travelers Championship®

# Our Signature Community Event



The [Travelers Championship®](#) golf tournament is a PGA TOUR Signature Event, and it showcases how our company and employees maintain a strong commitment to the communities in which we live and work. The event features four days of competition by the world's best professional golfers and attracts tens of thousands of fans to Connecticut each year, on top of being broadcast to more than 200 countries.

What aligns the tournament so closely to Travelers' culture and purpose is the profound impact it has on the community. All net proceeds from the *Travelers Championship* benefit charities throughout the region. Since Travelers became title sponsor in 2007, the tournament has generated more than \$31 million to support more than 900 [local charities](#). In 2024, the tournament generated more than \$3.2 million for more than 206 local charities, including the primary beneficiary, [The Hole in the Wall Gang Camp](#), which provides medically supervised summer camps and programs free of charge to children with serious illnesses and their families.

The *Travelers Championship* has also given many other important causes a platform that helps bring awareness to their organizations and funds to their bottom lines. Examples include:

- **Connecticut Foodshare**, a food bank serving all of Connecticut that supports individuals and families by addressing root causes, creating long-term solutions and distributing food through local partner programs in an effort to alleviate hunger.
- **Honor Connor**, a nonprofit focused on stopping the stigma of suicide and providing grief support for those with loved ones who struggle with mental health challenges.
- **Hands On Hartford**, a social service nonprofit organization that serves Hartford's most economically challenged residents in the areas of food, housing and health.
- **Ray of Light Farm**, a nonprofit animal rescue and animal-assisted therapy center committed to helping make positive connections through approximately 120 animals that are cared for at the farm.

Volunteering at the *Travelers Championship* provides employees with a unique opportunity to invest time in the local community alongside their colleagues, while being part of one of the PGA TOUR's Signature Events. Travelers employees are highly engaged with the event and contributed approximately 20,000 volunteer hours for the *Travelers Championship* in 2024. In fact, the company's employees comprise approximately half of the tournament's volunteers. Volunteering not only allows Travelers employees to go behind the scenes at the only PGA TOUR stop in the Northeast, but it also allows them to have a direct impact on the amount of charity dollars the tournament pours back into the community each year.

Additionally, the *Travelers Championship* has a tradition of celebrating and recognizing our country's military heroes. The event has offered several benefits, including free admission for U.S. military members, veterans and their immediate family and access to the Patriots' Outpost, a hospitality venue with free food and beverages.

Finally, in addition to the positive impacts the *Travelers Championship* has on our communities, those who watch the *Travelers Championship* walk away with a greater familiarity with and improved impression of Travelers, and ultimately give the brand additional consideration.

## RELATED RESOURCES

- Travelers Institute® Webinar: [From the Driving Range to Driving Change: Inside the Travelers Championship](#)



## Travelers EDGE®

# Transforming Tomorrow's Workforce



Travelers EDGE®, our signature career-pipeline program, provides students with a unique, holistic approach to college and career readiness. Through partnerships with high schools, colleges, universities and community-based organizations, *Travelers EDGE* increases access to higher education and provides students with opportunities to excel, thereby helping to broaden the pool of talent seeking careers at Travelers or in the insurance industry. The program helps high school students prepare for post-secondary education, funneling a strong pipeline of future leaders to college and beyond. Once enrolled in college, *Travelers EDGE* scholars benefit from a broad range of services, including scholarships and financial support, career and business mentoring from employees, internships and job shadowing, and professional development workshops.

*Travelers EDGE* continues to be regarded as an exemplary talent-pipeline program across and beyond the insurance industry. In 2024, the program was featured on various panels and webinars, including ones hosted by the Connecticut Business & Industry Association (CBIA) and Business-Higher Education Forum.

Since the program's inception in 2007, *Travelers EDGE* has supported 606 scholars, 364 of whom have graduated from college. This [video](#) honors the achievements of our *Travelers EDGE* scholars and alumni.

## Community Benefits

- Since the inception of *Travelers EDGE*, 606 students have been *Travelers EDGE* scholars, and 69% (432) of scholars have successfully attained a bachelor's degree or are currently on track to do so.
- During the 2023-2024 academic year, *Travelers EDGE* helped 78 students through a direct scholarship or stipend and helped 25 students complete a bachelor's degree.
- Over the past five academic years, 86% of all graduates were employed at graduation or shortly after. Of those, 79% entered careers in the insurance and financial services industry.

## Travelers Benefits

- Since the program's inception, 143 *Travelers EDGE* graduates have been hired by the company.
- For the 2023-2024 academic year, 48% (12 of 25) of *Travelers EDGE* graduates were hired full time by Travelers. Of those who accepted full-time positions at Travelers, 58% (7 of 12 hired) were admitted into the company's leadership and technical development programs.
- Travelers employees who serve as *Travelers EDGE* managers and mentors overwhelmingly reported that participation strengthened their leadership skills, their understanding of inclusion and, importantly, their connection to the company.

## Travelers Fortifies Communities

# Building Strong, Resilient Communities



Resiliency is important in the face of changing climate conditions. Extreme wind events like hurricanes and tornadoes can cause severe damage and greatly disrupt families and communities. To help build stronger, more resilient communities, we joined forces with Habitat for Humanity®, a nonprofit organization that helps families build and improve their homes, and the [Insurance Institute for Business & Home Safety \(IBHS\)](#) in 2011 to build affordable, wind-resistant homes to FORTIFIED Home™ standards throughout the country.

Developed by IBHS, FORTIFIED Home™ construction practices are designed to help homeowners and communities better weather future storms, including hurricanes, high winds, hail and severe thunderstorms. Building FORTIFIED means exceeding the minimum standards set by most building codes for construction techniques and materials. Our partnership shows that by making a few important changes in home construction standards, homes are better able to withstand storms without significantly adding to the cost. To date, Travelers has supported the construction of more than 100 FORTIFIED Habitat homes.

Building on the success of the program with Habitat for Humanity, Travelers has been adding and scaling resilient rebuilding partnerships since 2018.

## SBP

In 2019, Travelers launched a FORTIFIED building pilot program with SBP, a nonprofit organization that works to shrink the time between disaster and recovery. Since then, SBP has built 471 homes in eight states and certified 52 staff members in FORTIFIED building practices with Travelers funding. Overall, the organization has built 655 homes to FORTIFIED standards.<sup>1</sup>

Homes built in New Orleans were tested by Hurricane Ida, a Category 4 storm that hit in late August 2021, and the homes held up well, consistent with their design; the SBP roofs withstood the storm, unlike many others in the neighborhood. Smart Home America, IBHS and other resilience advocacy groups have used these homes as examples of the benefits of FORTIFIED building and to advocate for stronger building codes, which Louisiana adopted in January 2023. Homes in Houma, Louisiana, were tested during Hurricane Francine in September 2024 and also performed as designed – sustaining no damage.

<sup>1</sup> Data from SBPUSA.org.

Travelers funding also supported the construction of SBP's first multifamily rental homes built to FORTIFIED standards. The organization broke ground on two 7-unit buildings in Houston and 38 units in New Orleans in March 2024. In addition to being built to FORTIFIED standards, the units are affordable and sustainable to ENERGY STAR® standards.

### Smart Home America

Smart Home America works to educate leaders, residents and the building industry about smarter, safer buildings and evaluates policies, products and techniques that are designed to provide for resilient and sustainable communities. Travelers' partnership with the organization began in 2018 and was focused on helping Houston recover from Hurricane Harvey. Most recently, Travelers funding allowed the organization to:

- Provide training about climate-resilient construction best practices.
- Support the implementation of resilient codes and policies in 16 states through education, outreach and technical assistance to local and state governments.
- Support seven nonprofits and builders in Kentucky, Louisiana and Mississippi in building to FORTIFIED standards.
- Provide technical assistance that allowed IBHS to certify more than 200 new FORTIFIED evaluators, roofers and contractors in Arkansas, Louisiana, Mississippi, New Mexico and Texas.

### Team Rubicon

In 2018, Travelers provided funding for Team Rubicon to begin piloting a rebuilding response model that would focus on both large-scale natural disasters and low-attention disasters (LADs) – that is, devastating weather events that affect communities but are not large enough in scale to draw the attention of government, media or philanthropic organizations. Team Rubicon is a nonprofit organization that unites the skills and experiences of military veterans with first responders to rapidly deploy emergency response teams after disasters. Team Rubicon is committed to building its capacity for incorporating FORTIFIED standards into its rebuilding program. In 2022, Travelers entered into a new three-year commitment to provide \$1.8 million to the Rebuild program, while supporting Team Rubicon's Ready Reserve general operating fund, which allows the organization to deploy resources when disasters strike. To date, Team Rubicon has rebuilt more than 235 homes in 16 communities across the United States – 15 homes were rebuilt in six communities in 2024 alone.

In 2024, Travelers funding helped Team Rubicon serve LAD communities in four counties in Mississippi that were impacted by tornado destruction. The communities were identified in late 2024, and rebuilding will continue into 2025, with more than 600 requests for Team Rubicon's support.

The benefits of Travelers' funding continue long after the funds have been deployed. For example, four homes in Selma, Alabama, that were built by Team Rubicon to IBHS's Silver FORTIFIED standard were in the path of a January 2023 tornado that devastated this already hard-hit community. The four homes withstood the tornado's effect with only minor damage, protecting families from loss of life and property.

### Community Benefits

- More than 750 FORTIFIED homes for low-income families have been built by Habitat for Humanity, SBP and Team Rubicon across the United States, made possible in part with funding from Travelers.
- Numerous Habitat for Humanity affiliates throughout the country have learned about safer building standards, and many are adopting them as they build new homes for some of America's most vulnerable families.
- SBP has trained 52 staff members on FORTIFIED standards, and SBP plans to continue educating its staff and contracting partners to increase familiarity with FORTIFIED building practices.
- Disasters often disproportionately impact low-income communities of color. The greatest asset of low-income homeowners tends to be their home. And according to the Urban Institute, home equity makes up a disproportionate amount of overall net worth for Black households. After a disaster, however, housing values drastically decrease. When a home is rebuilt, the value is restored, giving the resident more leverage and potential for upward economic mobility.

## Travelers Benefits

- Data gathered from the FORTIFIED program is used at hearings to influence stronger building codes in hurricane-prone regions and to demonstrate the affordability of building to FORTIFIED standards. This played a part in the recent success in strengthening the building codes in Louisiana.
- Since we entered our partnership with Habitat for Humanity, dozens of Travelers volunteers have helped build FORTIFIED Habitat homes, increasing our employees' knowledge of FORTIFIED Home standards. Learn more about [Travelers Fortifies Communities](#).
- Thousands of our employees have participated in Habitat builds – both FORTIFIED and traditional – driving engagement by working together to strengthen our communities.
- In addition to its positive impact on communities, these partnerships benefit both Travelers and the insurance industry by increasing the number of resilient homes in vulnerable communities.

## RELATED RESOURCES

- Travelers Institute® Webinar: [Wind, Hail, Rain, Fire: LIVE from IBHS!](#)

## Travelers Institute®

# Cyber: Prepare, Prevent, Mitigate, Restore®



Recognizing that education is critical to enhancing cybersecurity, the Travelers Institute has been promoting cyber awareness through a series titled Cyber: Prepare, Prevent, Mitigate, Restore®. The Travelers Institute has featured more than 60 educational programs – in person across the United States and Canada or virtually – convening leaders from the public and private sectors to share insights on preparing for, and responding to, evolving cyber threats.

The Travelers Institute hosted nine cybersecurity education programs in 2024. These included live programs that convened business leaders alongside independent insurance agents and brokers in locations such as Philadelphia, Pennsylvania; St. Louis, Missouri; Tampa, Florida; and the Washington, D.C., metro area. During the live events, more than 1,000 business professionals received tools and practical, actionable advice to bolster their cyber hygiene. The audience heard from Travelers cybersecurity experts and a range of government speakers, including from the U.S. Small Business Administration and the Cybersecurity & Infrastructure Security Agency (CISA). Throughout 2024, the Travelers Institute offered continuing education (CE) credits to agents and brokers who attended cybersecurity education symposia. In total, 166 agents and brokers across eight states and the District of Columbia received CE credit, a valuable step in renewing their insurance license. In addition, through the Travelers Institute's [Wednesdays with Woodward®](#) webinar series, we hosted a virtual program aimed at helping audiences to better understand the current threat landscape and learn essential practices that can improve their cyber readiness. The webinar featured the former Chief Information Officer of the National Aeronautics and Space Administration (NASA); representation from the U.S. government's lead cyber agency, CISA; and members of the Travelers leadership team.

These programs are opportunities for us to share our internal risk management expertise with the public and a platform for government officials to publicize regulatory requirements for data protection and highlight free resources. Past speakers include representatives from the U.S. Department of Homeland Security, U.S. Department of Justice, FBI and Federal Trade Commission. These events also provide an important value-add to key constituencies, such as agents and brokers, who partner with us to bring programs to their communities; Travelers customers; public sector organizations and municipalities; and the general public.

## RELATED RESOURCES

- Travelers Institute®: [Cybersecurity Readiness Hub](#)
- Travelers Institute® Webinar: [Get Cyber Ready: Best Practices for Navigating Today's Biggest Threats](#)
- Travelers Institute® Webinar: [Cybersecurity Symposium at the New York Stock Exchange](#)

## Travelers Institute®

# Distracted Driving – Every Second Matters®



The Travelers Institute, the public policy division of Travelers, launched the [Every Second Matters](#) education campaign in 2017 to help combat distracted driving. That year, more than 37,000 people died on U.S. roads, marking the end of a two-year period (2014–2016) that saw the highest rate increase in traffic fatalities in more than [50 years](#).<sup>1</sup> Since that time, with the onset of the COVID-19 pandemic, risky driving behaviors have continued to have deadly consequences. In 2023, it is estimated that nearly 41,000 people lost their lives on U.S. roads.<sup>2</sup> As an industry leader with extensive claim insights into auto collision trends, Travelers is taking a leadership role in addressing distracted driving and other roadway safety issues.

The [Every Second Matters](#) campaign recognizes that every driver, passenger, cyclist and pedestrian has a role to play in combating distraction – such as texting while driving – and enhancing roadway safety. The Travelers Institute has hosted educational programs at universities and in communities across the United States and Canada. Travelers Institute staff have also highlighted the topic at a range of transportation safety conferences and insurance industry conferences. In 2024, the Travelers Institute continued raising awareness about the dangers of distracted driving through virtual presentations in the [Wednesdays with Woodward®](#) webinar series.

The *Every Second Matters* campaign stands on three key principles:

- Creating a **social stigma** around distracted driving.
- Increasing understanding about **situational awareness** by all roadway users, including elevating the conversation about **pedestrian** and **cyclist safety**.
- Examining **scalable technology** and InsurTech solutions.

The campaign explores the latest approaches to help combat distracted driving, including how technology, which often contributes to distraction, can offer solutions to reduce distracted driving. In engaging thousands of people in this campaign, we hope it will compel people to put down their phones while driving. If our campaign saves even one life, it will have been worth the effort.

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<sup>1</sup> U.S. Department of Transportation, National Highway Traffic Safety Administration (NHTSA), 2016 Fatal Motor Vehicle Crashes: Overview, October 2017, available at <https://crashstats.nhtsa.dot.gov/Api/Public/ViewPublication/812456>.

<sup>2</sup> U.S. Department of Transportation, National Highway Traffic Safety Administration (NHTSA), Early Estimate of Motor Vehicle Traffic Fatalities for the First Half (January–June) of 2024, September 2024, available at <https://crashstats.nhtsa.dot.gov/Api/Public/ViewPublication/813633>.



## Key Activities

- **Online Resources.** Travelers is elevating the topic of distracted driving by offering a wide range of online resources and content for use by advocates, business leaders and the general public.
- **Educational Symposium Series.** The Travelers Institute has engaged policymakers, researchers, students, independent insurance agents and others through an educational symposium series throughout the United States and Canada, and virtually. In total, the Travelers Institute has held 96 events – primarily at universities and colleges – since the series launched in 2017. Speakers have included representatives from the RAND Institute for Civil Justice, the National Highway Traffic Safety Administration, the National Safety Council and Travelers. For Distracted Driving Awareness Month in April, the *Wednesdays with Woodward* webinar series hosted a special livestreamed episode from the Lifesavers Conference in Denver, Colorado, exploring how technology can help promote safer driver habits and assess crash rates caused by distraction. Speakers from the Bloomberg School of Public Health, the University of Pennsylvania's Perelman School of Medicine and Cambridge Mobile Telematics participated. The Travelers Institute has also partnered with the Insurance Institute for Highway Safety (IIHS) to conduct a livestreamed vehicle crash test at IIHS headquarters. In addition to the crash test, IIHS' Raul Arbelaez walked the audience through the history of the organization, the state of roadway safety and how the organization evaluates vehicle crashworthiness. Another auto safety webinar highlighted the use, safety benefits and limitations of Advanced Driver Assistance Systems (ADAS) and featured Dr. Bryan Reimer, a research scientist at the Massachusetts Institute of Technology's (MIT) Center for Transportation and Logistics, founder of the MIT AgeLab and Co-Director of the Advanced Vehicle Technology Consortium at MIT. View these and other select Travelers Institute events [here](#).
- **Incentivizing Safe Behavior through Telematics.** Through consistent feedback and educational tips, Travelers customers can better understand their driving habits by participating in our [IntelliDrive®](#) smartphone-based telematics programs. They also have the opportunity to influence their auto insurance premium based on their driving behaviors. [IntelliDrive](#) is a 90-day program available in 39 states and Canada. In 2024, Travelers built on [IntelliDrive](#)'s success and launched [IntelliDrive 365](#) in four states. Throughout the life of the policy, [IntelliDrive 365](#) will evaluate certain driving behaviors, provide positive reinforcement for safer driving behaviors and offer tips on how to improve based on personalized driving data. In both programs, customers with safer driving behaviors can see savings, while riskier driving habits may result in a higher premium.
- **Digital Education Guides.** In 2023, the Travelers Institute published an interactive guide based on its comprehensive [Every Second Matters: Reducing Distracted Driving. One Voice at a Time](#) report. Both digital publications encourage conversations about the importance of minimizing distracted driving. They provide a data-driven snapshot of roadway distraction and the traffic fatalities since the pandemic and outline concrete steps to help drivers reduce distractions.
- **Cross-Sector Collaboration.** Since the launch of the initiative in 2017, technology firms, universities, research centers, nonprofits, industry groups, student organizations and others have joined forces with the Travelers Institute to explore cross-sector synergies to mitigate distracted driving risk. The Travelers Institute is a member of the National Distracted Driving Coalition, which promotes innovative and collaborative approaches to create a traffic safety culture of attentive drivers.
- **Unfinished Stories.** Travelers worked with the families of victims of distracted driving to honor their loved ones through our [Unfinished Stories](#) campaign. The campaign, which launched in 2019, featured a series of stories imagining what could have been if their lives had not been cut short. For example, Travelers shared the story of a young boy named Zaadii, who was killed by a distracted driver. His passion for comics and superheroes was the inspiration for an innovative way to reach out to distracted drivers across the country. In partnership with his family, an [exclusive comic book](#) was created by two well-known comic book professionals – writer Gail Simone and artist Jim Calafiore. Other stories in the series include:
  - [The Treehouse: Howard's Unfinished Story](#)
  - [The Stage: Shreya's Unfinished Story](#)
  - [The Route: Phil's Unfinished Story](#)

- **Public Television Documentary.** Travelers sponsored an Emmy-nominated documentary for public television titled “3 Seconds Behind the Wheel,” which follows the lives of eight drivers to monitor distracted driving behaviors. The film, released in 2018, is available on Amazon Prime. In addition, the film has been broadcast in 83 U.S. markets and was accepted by PBS International and distributed in Asia, Europe, the Middle East and North Africa. It continues to be available to a wide range of educational organizations, including schools, libraries, drivers’ education programs and more. The Travelers Institute has held numerous screenings of the documentary for attendees at colleges, transportation safety conferences and agent events.

## Stakeholder Engagement

- **The General Public.** In 2024, for the third year in a row, the Travelers Institute promoted safe driving awareness during the holiday travel season. From Thanksgiving through New Year’s Day, when millions of Americans hit the road to see loved ones, the Travelers Institute launched a media campaign providing tips to help drivers to stay safe on the roads. Through this initiative, the Travelers Institute participated in 30 television and radio interviews, which were syndicated across the United States, resulting in 1,006 airings. Media outlets also posted the coverage to their websites, and a post-campaign multimedia release was picked up by top-tier publications. In total, the campaign reached an audience of more than 95 million people.
- **Employers.** The *Every Second Matters* initiative challenges employers and employees to elevate distracted driving prevention within their organizations, facilitating discussions on creating a culture of safety in the workplace. Travelers Risk Control also advises Travelers customers on strategies to prevent distracted driving. [Learn more.](#)
- **Independent Insurance Agents and Brokers.** The independent agents and brokers in our company’s network see the consequences of distracted driving with customers every day. Travelers offers resources to help them facilitate conversations with personal and business insurance customers to create safer roadways for all. In addition, the Travelers Institute partners with agent and broker associations that are also taking a leadership role by co-hosting university education programs.
- **Students.** The Travelers Institute is engaging with future risk management and insurance leaders on campuses across the United States and Canada regarding distracted driving, focusing both on the issue’s importance to the industry and on opportunities for innovation. Programming at universities of all sizes also helps increase visibility for Travelers and attract talent; the Travelers Talent Acquisition team leverages these programs to connect with students and showcase the opportunity to address important issues through a career at Travelers. Since the start of the initiative in 2017, we have held programs at Harvard University, St. John’s University, the University of Connecticut and the University of Pennsylvania, among others. In addition, since 2009, Travelers has sponsored the annual Connecticut Department of Motor Vehicles’ Teen Safe Driving Video Contest. In this contest, high school students from across Connecticut script, direct and edit short videos, educating their peers on teen driving laws and the dangers of distracted driving.
- **Travelers Employees.** Consistent with our *Every Second Matters* platform, Travelers has an internal Driver Safety policy to help maintain the safety of Travelers employees who drive for Travelers, as well as a policy regarding Driving and the Use of Mobile Technology. These policies are supported by Travelers senior leaders, who regularly remind employees that their safety while driving is of paramount importance.

## RELATED RESOURCES

- Travelers Institute® Webinar: [Crash and Learn LIVE with IIHS](#)
- Travelers Institute® Webinar: [Painting a Clearer Picture: How Technology Innovations Are Improving Distracted Driving Data and Advancing Safety](#)
- Travelers Institute® Webinar: [ADAS in the Wild](#)

## Travelers Institute®

Forces at Work<sup>SM</sup> Initiative

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Having navigated through a pandemic – which resulted in what some refer to as “the Great Reshuffle,” rapid technological changes and more – business leaders today know that taking care of and investing in their employees is as important as ever to their organization’s success. It is against this backdrop that the Travelers Institute began offering a range of virtual programming to help the company’s business partners, its customers and the broader business community better navigate today’s most pressing workforce issues.

Since 2020, nearly 100,000 people have joined more than 60 programs examining workforce topics that are connected to worker well-being, such as:

- **Labor Market Dynamics.** Exploring demographic, economic and social trends impacting today’s labor force.
- **Leading and Managing.** Sharing personal stories and experiences from C-suite and other leaders that illuminate what leading and managing feel like today.
- **Talent and People.** Providing a practical look at how leading organizations are hiring and retaining talent, managing different generations in the workforce, creating opportunities to upskill and more.
- **Physical and Mental Well-Being.** Learning how to better care for ourselves and each other through nutrition, exercise, stress management and more.
- **Risk Management and Insurance.** Understanding the latest insights from the insurance industry on mitigating employee-related risks.

In 2024, the Travelers Institute expanded on this work by formally launching the [Forces at Work<sup>SM</sup> initiative](#), which includes virtual programming and a series of in-person symposia examining worker mental health. The first program was hosted in Denver, Colorado, on September 4, 2024, and featured our Senior Vice President of Business Insurance Claim, Rich Ives, and other subject matter experts discussing how front-line managers can help their teams navigate mental health struggles.

This programming helps Travelers demonstrate its thought leadership on these topics and empower its business partners with information designed to help them more effectively run their organizations.

## RELATED RESOURCES

- Travelers Institute® White Paper: [Investing in Mental Well-Being: A Guide for Employers](#)
- Travelers Institute® Webinar: [Employee Practices Liability Explained: What You Need to Know](#)
- Travelers Institute® Webinar: [Labor Market Outlook: A Conversation with LinkedIn Economist Dr. Kory Kantenga](#)
- Travelers Institute® Webinar: [Fit for Success: Unlocking Health and Performance](#)

## Travelers Institute®

# Thought Leadership on Disaster Preparedness



The Travelers Institute, the public policy division of Travelers, has an extensive history of advancing education and dialogue around disaster preparedness. These efforts began in 2009 with the publication of the [Travelers Coastal Wind Zone Plan](#), which offered a comprehensive, private-market approach to insuring the Gulf and Atlantic coasts and addressed the crisis of availability and affordability of coastal wind insurance for homeowners. Building on this flagship publication, the Travelers Institute launched an event series called Kicking Off Hurricane Preparedness Season to help families, businesses and communities prepare ahead of the Atlantic hurricane season. Since its inception, the Travelers Institute has hosted 15 in-person events, as well as eight webinars, with respect to disaster preparedness. Following extreme weather events like Superstorm Sandy, the Travelers Institute also initiated an event series called [Insurance Essentials: Your Questions Answered](#) to help individuals make informed decisions when selecting personal insurance policies.

In 2024, the Travelers Institute's [Wednesdays with Woodward®](#) webinar series took viewers on a live, exclusive tour of the Insurance Institute for Business & Home Safety (IBHS) Research Center, a nonprofit state-of-the-art research facility. The behind-the-scenes webinar featured live demonstrations of IBHS's 105 wind turbines, hail lab and wind-driven wildfire simulations, showcasing how IBHS's scientific approach can help make communities more resilient and inform issuers' underwriting and pricing practices, as well as how the insurance industry's partnership makes valuable research possible.

## RELATED RESOURCES

- Travelers Institute® Webinar: [Wind, Rain, Fire: LIVE from IBHS!](#)
- Travelers Institute® Webinar: [Reducing Wildfire Risks One Tree at a Time](#)

## Travelers Institute®

# Travelers Institute University Outreach



The Travelers Institute supports the next generation of risk and insurance professionals by partnering with colleges and universities to offer a range of educational opportunities. In 2024, the Travelers Institute's webinar series welcomed academic partners from the Risk and Uncertainty Management Center at the University of South Carolina's Darla Moore School of Business, The Katie School of Insurance and Risk Management at Illinois State University, Utah Valley University, the Boston College Center for Corporate Citizenship, the University of Colorado Denver, and the Master's in Financial Technology (FinTech) program at the University of Connecticut School of Business.

These activities have built on Travelers' long history of engagement with students and the academic community. For example, Gamma Iota Sigma, an international business fraternity for students of insurance, risk management and actuarial science, is a key recruiting relationship for Travelers. Additionally, the Travelers Institute has visited dozens of universities for educational programming on distracted driving, the state of the American economy and more. In 2024, Travelers Institute leaders addressed students, faculty and community members at Central Connecticut State University and the University of Alabama. This approach to university outreach improves upon Travelers' ability to recruit top-tier talent and furthers the company's position as a thought leader in multiple disciplines and business areas.



## Travelers Medical Capabilities

# ConciergeCLAIM® Nurse: Helping Injured Employees Return to Work



When an employee is injured at work, navigating the claim process can be challenging. The employee can get discouraged and disengage from the workforce, which can have a negative impact on both the morale of the individual employee and the employer. A one-on-one connection between a nurse and the injured employee, pioneered by the Travelers [ConciergeCLAIM® Nurse program](#), helps injured employees access quality health care, stay engaged in the workforce and return to work as soon as medically appropriate. Placing nurse case managers in local health care clinics across the country allows us to offer this service to our customers. When the Travelers ConciergeCLAIM Nurse program is used, overall claim costs are reduced, on average, by 13%, with 9% fewer days out of work.<sup>1</sup>

This program can also pair a Spanish-speaking injured employee with a Spanish-speaking nurse, helping to build trust and improve outcomes. When we provide Spanish-language workers compensation Claim and medical professionals, we see a reduction in lost time and claim, legal and medical expenses, with improved medical and return-to-work outcomes. For example, in our Southern California Claim Center, workers compensation claims handled by culturally and linguistically aligned Claim professionals through our [Cultural Advantage](#) program saw a 7% reduction in total claim payout, a 15% lower rate of attorney involvement and a 9% improvement in days out of work.<sup>2</sup>

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<sup>1</sup> Travelers Claim Data – Notice of Loss Years 2017–2024, normalized by nature of injury.

<sup>2</sup> Travelers Claim Data – Accident Years 2014–2024, evaluated at 12 months. All percentages are approximate.



**Travelers Medical Capabilities**

# MyTravelers®: Secure and Convenient Access from Anywhere



Responding to the evolving needs of our customers and their injured employees, we have made numerous investments in our workers compensation claim-handling model, *TravComp*®. More than five years ago, we introduced our self-service workers compensation claim portal, *MyTravelers*® for Injured Employees. Usage of the platform has continued to increase, and since 2022, there have been more than 2 million *MyTravelers* user sessions. Through this innovative platform, injured employees are empowered to engage in their return-to-work journey, provide updates regarding their recovery and interact with us digitally throughout the claim process. In-portal claim notifications, messaging with Claim and medical professionals, two-way document sharing and tailored digital content help ensure we get the right claim information into the hands of injured employees quickly. Injured employees can elect to receive electronic payments through direct deposit, Zelle® or PayPal (where allowed by law), which reduces reliance on paper checks. *TravComp* provides a better experience for the injured employees, a better outcome for our customers and a more efficient result for Travelers.

In addition, opioids continue to have a profound impact on our society, and our customers and their injured employees are not immune to their effects. By combining the power of our people, analytics and technology, we can proactively address this issue and identify injured employees who are at risk for developing chronic pain, a condition that can lead to opioid dependency. Since 2015, the [Travelers Early Severity Predictor](#)® has helped forecast which injured employees are at higher risk of developing chronic pain, allowing interventions before opioid dependency can take hold.

**Wednesdays with Woodward® Webinar Series**

# Thought Leadership Programming



The Travelers Institute's [Wednesdays with Woodward®](#) webinar series explores pressing issues at the intersection of public policy, insurance, business and leadership. These programs, which are open to the public and hosted by Travelers Institute President Joan Woodward, provide practical advice for our business partners, our customers and the communities we serve while demonstrating Travelers' thought leadership, risk expertise and commitment to our stakeholders. From the inception of the webinar series through the end of 2024, the Travelers Institute hosted 136 webinars, with more than 540,000 registrations and video or podcast replays. Surveys of our audience show that 94% find our content extremely or very valuable.

Topics covered are based on input from our audiences and Travelers business leaders. Our topic pillars are:

- Career Development
- Cybersecurity
- Disaster Preparedness
- Economic and Public Policy Outlook
- Leadership
- Roadway Safety
- Small Business
- Wellness
- Workforce Trends

Recent programs include:

- [Geopolitical Risks and Global Hot Spots: A Conversation with Dr. Richard Haas](#)
- [Employment Practices Liability Explained: What You Need to Know](#)
- [Reducing Wildfire Risks One Tree at a Time](#)

Webinars are [available for replay](#) through the Travelers Institute website.

To provide agents and brokers with more opportunities to engage with our content, the Travelers Institute launched the Travelers Institute Risk & Resilience podcast in January of 2024. Regardless of their location, audiences can access many of our programs and exclusive content through the podcast, which is available on Spotify and Apple Podcasts®. Since the inception of the Travelers Institute Risk & Resilience podcast, there have been more than 10,000 plays, with “AI and the Future of Insurance” and the 100th *Wednesdays with Woodward* webinar episode featuring our Chairman and CEO, Alan Schnitzer, as the most popular episodes.

## RELATED RESOURCES

- [Wednesdays with Woodward](#) homepage (which also provides the opportunity to receive Travelers Institute® programming invitations)
- [Travelers Institute® Risk & Resilience](#) podcast

**Wildfire Defense Services**

# Protecting Our Customers from Increased Wildfire Risk



In the last 10 years, there have been more than 620,000 wildfires in the United States that burned more than 70 million acres.<sup>1</sup> Nine of the 10 costliest wildfires in U.S. history have occurred since 2017.<sup>2</sup> The wildfires in California in January 2025 further highlight the severity of ongoing wildfire risk.

While our commitment to our customers is to make them whole after a covered loss such as a wildfire, we also help our customers avoid the loss entirely or mitigate the loss should one occur. In 2019, Travelers introduced a Wildfire Defense Services Endorsement for California home and landlord policies. From 2020 to 2022, we extended this offering to all of our Small Commercial customers in California, home and landlord customers in Colorado and farm and ranch customers in 12 Western states. This endorsement provides an added layer of wildfire protection for our customers at no additional cost. We work with Wildfire Defense Systems (WDS) to provide response services that supplement the efforts of local firefighters and other first responders who are deployed before, during and after active wildfires.

WDS is a private firm that specializes in wildfire education, loss intervention and response services. In the event of a wildfire, the firm uses proprietary technology to generate wildfire threat prediction maps that help identify the imminent threat zone and the Travelers customers within that area. WDS then services as many homes as possible based on a variety of factors, including resources, weather conditions, the fire's proximity and the firm's own safety guidelines. The service works to protect our customers' homes and businesses from wildfires with services beyond what local fire departments may be able to provide – such as reducing potential fuel sources, taping vents, applying fire retardants and setting up sprinklers.

In addition to protecting our customers' businesses and properties, it is estimated that this loss intervention service has saved us millions of dollars in potential losses since its inception. This is just one example of the shared value we create – in other words, how delivering on our promise to our customers also generates shareholder value.

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<sup>1</sup> National Interagency Fire Center, 2024.

<sup>2</sup> Insurance Information Institute, 2024.

## IMPORTANT LEGAL INFORMATION

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The inclusion of information on this site should not be construed as a characterization regarding the materiality or financial impact of that information. For additional information regarding Travelers, please see our current and periodic reports with the Securities and Exchange Commission, including our Annual Reports on Form 10-K and Quarterly Reports on Form 10-Q.

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