



Captive claims deserve more than just service. They deserve a team.

Our experienced ClaimPlus Team can help you manage claim costs.

For any captive to succeed, risk needs to be kept in check. That takes an insurer who understands both its business and financial impact. Our claims management group offers more than 200 years of risk insight and innovation. Our team is always a call away – your data, a click away. You'll get responsiveness and transparency every time. We understand your company's finances are on the line. Let our claims service help save on the total cost of risk, so you can focus on great achievements.

Top 3 reasons to pick our bundled program

1

We help protect your finances with the same tools we use to protect our own.

2

Every account gets the best handlers for the most complex claims; unlike TPAs who may save their best staff for the biggest accounts.

3

Our underwriting, risk engineering and claims teams work together daily to respond to your changing needs throughout the policy term.

The experience you need to succeed.

Exceptional service

- Our highly experienced Claims Account Executives deliver insightful consultation and exceptional service.
- A customized Account Service Agreement ensures we meet your communication and claim management needs.
- Designated Claim*Plus* handling teams provide transparent claim service, and understand every claim impacts your organization.
- **TREO | Track Risk. Explore OpportunitiesSM** – our risk management information system, is designed to simplify claims management and help you effectively lower loss costs.¹

Partnering with your Claims Account Executive

- Solve claims service issues to ensure customer service excellence.
- Deliver transition support and training so your experience is exceptional from the start.
- Make recommendations on claim trends and loss cost management to drive positive claim results and save money.

Tailored support with an Account Service Agreement

- Contact guidelines ensure you have input on claims management.
- Details on counsel selection, file reviews and other claim activities tailoring our service to your needs.

The value of our ClaimPlus team

- Specialized by line of coverage for depth of knowledge.
- Assigned regionally for strong jurisdictional knowledge.
- Consultants embedded in each team manage your most challenging claims.

Simplify claims management with TREO.

- Enable the power of data and analytics.
- Create transparency, highlighting proof points and identifying the root causes of cost drivers.
- Customize claims-trend tracking.

Our Customer Loyalty program is a loyalty builder.

We contact insureds early in most claims to check on service. If there's an issue or question, we notify the claim supervisor for prompt action.



The result:

Customer ratings rise about **50%** following a **"Service Alert"**.²

Learn more about our innovative claims service for captive programs.

Visit [TheHartford.com/captives](https://www.TheHartford.com/captives)



¹ TREO is available to select insureds only. Some features are not available. Additional charges may apply. Features and benefits are subject to change.

² Reported results are based on The Hartford's past performance and are not a guarantee of future results. Individual account results may vary from the average.

This document outlines in general terms the coverages that may be afforded under a policy from The Hartford. All policies must be examined carefully to determine suitability for your needs and to identify any exclusions, limitations or any other terms and conditions that may specifically affect coverage. In the event of a conflict, the terms and conditions of the policy prevail. All coverages described in this document may be offered by one or more of the property and casualty insurance company subsidiaries of The Hartford Insurance Group, Inc. Coverage may not be available in all states or to all businesses. Possession of these materials by a licensed insurance producer does not mean that such producer is an authorized agent of The Hartford. To ascertain such information, please contact your state Department of Insurance or The Hartford at 1-888-203-3823. All information and representations herein are as of October 2025.

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25-ML-3438700 © October 2025 The Hartford