



Personalized claims support. Tailored to your specific needs.

Building Loyalty

We contact customers 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."

Just one more way our Customer Loyalty program is a loyalty builder.

To learn more about our innovative claims services, contact your local representative from The Hartford or visit us at [TheHartford.com](https://www.TheHartford.com)

The Hartford Claim*Plus* Team is dedicated to your business.

The more your business grows, the more risks you face. So it's important to have a partner to help manage risk and the impact it has on productivity and profitability.

Our ClaimPlus team brings more than 200 years of risk insight and innovation, so you have the right partner to help you succeed in the face of risk. And our team is always a call away – your data, a click away.

Get the expertise you need with our Claim*Plus* Team.

Exceptional service

- Our highly experienced Client Service Executives deliver insightful consultation and exceptional service.
- Customized Special Handling Instructions ensure we meet your communication and claim management needs.
- Designated Claim*Plus* handling teams provide transparent claim service.
- **TREO | Track Risk. Explore Opportunities.**SM Our risk management information system is designed to simplify claims management and help you effectively lower loss costs.

Partnering with your Client Service 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 Special Handling Instructions

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

The value of our Claim*Plus* team

- Specialized by line of coverage for depth of expertise.
- Assigned regionally for strong jurisdictional knowledge.
- Consultants embedded in each team manage your most challenging claims.
- Additional service partner on top of your typical Client Service Executive.

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.



TREO is available to select insureds only. Some features are not available. Additional charges may apply. Features and benefits are subject to change. The information provided in these materials is intended to be general and advisory in nature. It shall not be considered legal advice. The Hartford does not warrant that the implementation of any view or recommendation contained herein will: (i) result in the elimination of any unsafe conditions at your business locations or with respect to your business operations; or (ii) be an appropriate legal or business practice. The Hartford assumes no responsibility for the control or correction of hazards or legal compliance with respect to your business practices, and the views and recommendations contained herein shall not constitute our undertaking, on your behalf or for the benefit of others, to determine or warrant that your business premises, locations or operations are safe or healthful, or are in compliance with any law, rule or regulation. Readers seeking to resolve specific safety, legal or business issues or concerns related to the information provided in these materials should consult their safety consultant, attorney or business advisors. All information and representations herein are as of August 2025.

The Hartford Insurance Group, Inc., (NYSE: HIG) operates through its subsidiaries, including underwriting company Hartford Fire Insurance Company, under the brand name, The Hartford®, and is headquartered at One Hartford Plaza, Hartford, CT 06155. For additional details, please read The Hartford's legal notice at www.TheHartford.com.

25-ML-3053328 © August 2025 The Hartford