

# Travelers OPTIMA® for Small Business

## APPETITE AND ELIGIBILITY GUIDE



### TAILORED COVERAGE OPTIONS

#### Contractors Industry Snapshot

Target businesses include specialty trade contractors such as drywall contractors, electricians, carpet and flooring installers, landscapers, painters, carpenters and more. Operations include new work, remodeling, maintenance and repairs.

#### Maximum account size

**Total Insured Values:** \$10M per location and policy

**Sales/Revenue:** \$10M annually

**# Vehicles:** 35 Power Units

#### Risk characteristics

- ▶ Three years in business under same ownership
- ▶ Trade licensing/certification in good standing
- ▶ Continuous insurance; no prior cancellations
- ▶ Subcontracted work:
  - Up to 25% of revenue is acceptable
  - Subcontractors must maintain a Commercial General Liability limit of at least \$2M

#### A few reminders

- ▶ Work in amusement facilities, hospitals, industrial plants or on industrial processing equipment is not eligible
- ▶ Remediation or removal of hazardous substances (lead, asbestos, etc.) is not eligible
- ▶ Structural work is not eligible

#### Our Travelers OPTIMA Property and Casualty

**Product** provides tailored options for the exposures small to mid-sized businesses face today. Comprehensive coverage is available for those who need it, and basic options are available for others. Fast. Easy. Flexible. You can quote us on it!

#### Property – Three New Levels = More Customer Choice

- **Travelers OPTIMA** – Core form providing key Building and Business Personal Property coverage with additional basic extensions.
- **Travelers OPTIMA +** – Supplementary endorsement providing additional Property extensions of cover for customers who see the need.
- **Travelers OPTIMA + Flex** – The same coverage as our *Travelers OPTIMA +* form, but with the added flexibility of a blanket limit across 9 core extensions.

**Commercial Crime coverage** – Tailored to customers' needs. From basic Employee Dishonesty, Forgery or Alteration, and Money and Securities to more in-depth coverage across 10+ insuring agreements. Customizable limit options, including Computer Fraud, Funds Transfer Fraud, Professional Fees, Rewards and Telecommunications Theft.

**Commercial General Liability (CGL)** – Standard CGL offerings of \$1M-\$5M per Occurrence/Aggregate with additional limit and Umbrella options available.

**CyberRisk** – Coverage that helps businesses respond to and recover from a data breach. Easy limit and deductible options, and no underwriting questions for companies with revenues of \$5M or less.





## What our symbols mean

### JUST RIGHT

Small Business is ready to write this business! In most cases we quote, bind and issue these accounts quickly and efficiently with minimal questions and eligibility requirements at our most competitive pricing via the *Travelers OPTIMA* P&C products most suitable for you. While some risk characteristics such as location or construction type may trigger a referral, know that your Underwriter is eager to help you get this business into the win column.

### DEFINITELY MAYBE

Small Business wants to write this business too! But these accounts tend to have more complex risk characteristics, so we need to understand the account a little better. A quick conversation with an Underwriter may be all it takes to deliver a positive outcome for the client.

### IT'S NOT YOU; IT'S US

Of course, we appreciate every business owner's interest in Travelers Canada, but Small Business is not a market for this type of risk. Before you look elsewhere, consider that another Travelers Canada division might be a great fit for this business.

## CONTRACTORS COMPATIBILITY AT-A-GLANCE

CLASS DESCRIPTION	COMM PROP	CGL/UMB	COMM AUTO	CYBER RISK	NOTES
<b>Appliance or Furniture Installation, or Service Contractors</b> Delivery, installation and repair of appliances (e.g., washing machines, dryers, dishwashers), furniture, or other home furnishings. Operations are primarily off-premises.					No alarm system installation or monitoring.
<b>Carpenters</b> Construction, repair and installation of wood products. Does not include shop operations.					No work affecting structural integrity.
<b>Carpet, Rug and Upholstery Cleaners</b> Cleaning of carpet, rug and upholstery to remove stains, dirt and allergens. Services often include carpet binding and repair. Operations may be on- or off-premises.					
<b>Communication and Equipment Installation</b> Interior installation of cable or satellite equipment, as well as audio/video systems, and intercom or public address systems at commercial or industrial sites.					No alarm system installation or monitoring; no work on towers or exterior lines.
<b>Concrete Construction Contractors</b> Pouring, finishing and repairing concrete foundations and structural elements.					No batch plants, distribution, guniting, structural casting, exterior finishing systems (EIFS or DEFS), roads or bridges.
<b>Countertop Installation Contractors</b> Installation of countertops (e.g., granite, laminate, marble) as well as associated finish and trim work.					
<b>Decorative or Artistic Ironworks Contractors</b> Creation and installation of decorative, non-structural ironworks or memorial plaques. Operation may be on- or off-premises.					No balconies, handrails, fire escapes or staircases; no structural, protective or barrier work.
<b>Door, Window, Awning or Assembled Millwork Contractors</b> Installation of prefabricated doors, windows, awnings or millwork (e.g., casing, baseboard, molding) made of either metal, vinyl or wood.					No tent installation or sales. No fire door or overhead garage door installation.

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## CONTRACTORS COMPATIBILITY AT-A-GLANCE (continued)

CLASS DESCRIPTION	COMM PROP	CGL/UMB	COMM AUTO	CYBER RISK	NOTES
<b>Driveway, Sidewalk or Parking Area Contractors</b> Pouring, paving, painting and resurfacing of driveways, curbs, sidewalks and parking areas.	▶	▶	⏸	▶	No batch plants, distribution, roads or bridges.
<b>Drywall Contractors</b> Installation of drywall. Services often include soundproofing, taping and finishing operations.	▶	▶	⏸	▶	
<b>Electricians – Wiring Within Buildings</b> Installation or repair of electrical wiring, fixtures and lighting within buildings.	▶	⏸	⏸	▶	No alarm system installation or monitoring; no work on towers or exterior lines.
<b>Excavation Contractors</b> Digging or trenching land to create space for foundations or pipelines. Residential work only.	▶	⏸	⏸	▶	
<b>Fence Dealers and Installation Contractors</b> Sale and installation of fences made from various materials (e.g., aluminum, wood, vinyl), as well as “invisible fence” installation.	▶	▶	⏸	▶	No electrical or barbed-wire/razor fence installation; no guardrail or other roadway protective barrier installation.
<b>Floor and Acoustic Ceiling Contractors</b> Installation and repair of various types of floors and ceilings, such as hardwood, carpet and laminate. Ceiling work can include installation of drop ceilings, acoustic ceilings.	▶	▶	⏸	▶	
<b>Geophysical Service Contractors</b> Mapping, gathering and interpreting subsurface geophysical data for minerals, oil or gas. Survey work may also be involved.	▶	⏸	⏸	▶	
<b>Glaziers</b> Glasswork, including tinting, etching, sizing and cutting of plate glass. Includes installation of the custom work.	▶	⏸	⏸	▶	
<b>Handypersons</b> Persons performing a wide range of operations on residential structures.	⏸	⏸	⏸	▶	
<b>Insulation Contractors</b> Installation of building insulation. Services often include Exterior Insulation & Finish System installation, flashing and cladding.	▶	⏸	⏸	▶	
<b>Irrigation and Drainage Contractors</b> Digging of trenches and small canals for commercial irrigation purposes. Services may also include construction of surface or subsurface drainage systems.	▶	▶	⏸	▶	No agriculture, golf course or sporting ground irrigation or drainage.

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## CONTRACTORS COMPATIBILITY AT-A-GLANCE (continued)

CLASS DESCRIPTION	COMM PROP	CGL/UMB	COMM AUTO	CYBER RISK	NOTES
<b>Janitorial Services – Commercial</b> Interior cleaning services of commercial properties.	▶	⏸	▶	▶	
<b>Land-Grading Contractors</b> Moving land to create grades and elevation. Residential work only.	▶	▶	⏸	▶	
<b>Landscapers and Lawn Maintenance – With Sprinkler Installation</b> Lawn care services (e.g., mowing, mulching and seeding), garden planting and lawn maintenance. May include incidental hardscaping, trenching or land grading. Operations include installation of residential lawn sprinkler systems.	▶	▶	⏸	▶	Herbicide/pesticide applications should not exceed 25% of revenue; no tree service, surgery or removal; no work on golf courses or sporting grounds.
<b>Masonry Contractors</b> Installation of stone and brick on driveways, interlock, veneer, patios, siding, retaining walls, etc.	▶	⏸	⏸	▶	No exterior finishing systems (EIFS or DEFS).
<b>Monument Engraving and Installation Contractors</b> Cutting, shaping, engraving, finishing and installing stone for monuments and gravestones.	▶	⏸	▶	▶	
<b>Painting Contractors</b> Interior or exterior painting, paint stripping, or application and removal of wall coverings for commercial and residential customers.	▶	⏸	⏸	▶	No painting of oil or gas tanks, ship hulls, steel structures or bridges; no sandblasting.
<b>Plastering or Stucco Contractors</b> Applying or repairing plaster or stucco to the exterior of a building.	▶	⏸	⏸	▶	No exterior finishing systems (EIFS or DEFS).
<b>Plumbers</b> Installation, service or repair of pipes, plumbing fixtures and equipment such as water heaters, including the accompanying pipes.	▶	⏸	⏸	▶	No installation of automatic sprinkler protection systems; no LPG sales, installation, service or repair; no steam fitting or live steam work.
<b>Power-Washing Contractors</b> Exterior residential cleaning services using a pressure washer.	▶	⏸	⏸	▶	No commercial window washing or sandblasting.
<b>Refrigeration Contractors</b> Installing and servicing refrigeration equipment and systems for residential and commercial customers.	▶	⏸	⏸	▶	
<b>Residential and Commercial Heating and Air Conditioning Contractors</b> Installing and servicing heating and air conditioning equipment and systems for residential and commercial customers. Services often include associated duct and sheet metal work and cleaning.	▶	⏸	⏸	▶	No installation of wood, propane/gas, pellet, corn or coal stoves.

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## CONTRACTORS COMPATIBILITY AT-A-GLANCE (continued)

CLASS DESCRIPTION	COMM PROP	CGL/UMB	COMM AUTO	CYBER RISK	NOTES
<b>Septic Tank Installation, Service, and Repair Contractors</b> Installing, cleaning, repairing and pumping of septic systems and tanks.					Septic tank cleaning should not exceed 25% of revenue.
<b>Siding and Eavestrough Contractors</b> Repair, servicing and installation of siding and eavestroughs.					No roofing operations.
<b>Sign Contractors</b> Installing, repairing or painting of wood, plastic, or electric signs. Services may be on- or off-premises.					
<b>Tile or Stonework Contractors</b> Setting and installing tile or stone on interior floors or walls.					
<b>Water-Softening Contractors</b> Installing, servicing or repairing water-softening equipment.					
<b>Water Well Drilling, Installation and Service Contractors</b> Drilling water wells, installing well pumps and servicing well pumps for residential customers.					

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Travelers Insurance Company of Canada, The Dominion of Canada General Insurance Company and St. Paul Fire and Marine Insurance Company (Canada Branch) are the Canadian licensed insurers known as Travelers Canada.

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