

Travelers OPTIMA® for Small Business

APPETITE AND ELIGIBILITY GUIDE



TAILORED COVERAGE OPTIONS

Service Businesses Industry Snapshot

Target businesses provide specialized services to consumers and businesses. These can include dry cleaners, funeral homes, photographers, tailors, dressmakers, shoe repair and small motor repair shops.

Maximum account size

Total Insured Values: \$25M per location and policy

Sales/Revenue: \$15M annually

Vehicles: 35 Power Units

Risk characteristics

- ▶ New business ventures are eligible
- ▶ Home-based businesses are acceptable in some instances
- ▶ Operating hours no later than midnight preferred
- ▶ Mobile operations are acceptable for specific classes

A few reminders

- ▶ Subcontractors must maintain a Commercial General Liability limit of at least \$2,000,000
- ▶ Delivery services provided by the applicant, employees or subcontractors may result in a referral
- ▶ Involvement in selling, distribution, process of cannabis, firearms or ammunition is out of appetite

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.

SERVICE BUSINESSES COMPATIBILITY AT-A-GLANCE

CLASS DESCRIPTION	COMM PROP	CGL/UMB	COMM AUTO	CYBER RISK	NOTES
Appliance Repair Shops Repairing and servicing home appliances and machines such as blenders and vacuum cleaners. Operations are on-premises and do not include installation or delivery.					
Cemeteries and Mausoleums Providing final resting space/burial ground.					
Commercial Linen Supply and Laundry Services Pickup, rental and/or laundering of products such as towels, uniforms, table and bed linens, rugs or mats, and/or diapers.					
Crematories Providing and arranging cremation services.					
Disc Jockeys and Musicians Playing, singing or performing music for events held at restaurants and banquet facilities/halls, such as weddings, dances, birthday or anniversary parties.					No event or karaoke production.
Dry Cleaners, Including Plants On-Premises Dry cleaning and laundering customers' goods on premises. Customers may drop off items, or pickup and delivery may be provided.					
Dry Cleaners, No Plant On-Premises Receiving dry cleaning and laundering as a drop-off location only. No cleaning.					
Funeral Homes Providing funeral services, including preparing the body, sales of caskets or related merchandise, use of the facilities for memorial services, wakes, and transportation.					

JUST RIGHT

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SERVICE BUSINESSES COMPATIBILITY AT-A-GLANCE (continued)					
CLASS DESCRIPTION	COMM PROP	CGL/UMB	COMM AUTO	CYBER RISK	NOTES
Laundromats – Attended Laundering – self-service or full-service basis with an employee on-premises.					
Laundromats – Self-Service Without Attendant Laundering – self-service basis with no employees on-premises.					
Locksmiths Selling, designing, installing, servicing and opening locks for cars, homes and safes. Also includes keyless locking devices.					No alarm or security work.
Music Recording Studios Providing an audio production facility and studio equipment to record and mix music.					No karaoke production.
Musical Instrument Tuning and Repair Repairing, servicing or tuning musical instruments.					
Office Machine Repair Installing, inspecting, adjusting or repairing office machines such as printers and photocopiers, appliances and electronics (other than computers).					
Packaging and Mailing Services Packaging, mailing and shipping services on-premises. Services often include sale of related supplies, fax services, mailbox rentals, copying or printing.					
Party Rental Stores Renting kitchenware, serveware, tables, chairs and party decorations.					
Photographers and Videographers Photography and/or videography services for individual or commercial customers. This includes portraits, weddings or events, or advertisements.					
Printing Services Providing photocopy, duplication and basic printing services, including digital/film photograph development. Duplication of data and transferring from analog to digital may also occur.					
Restaurants and Commercial Kitchen Hood Cleaning Cleaning of hoods, fans, vents, ducts and exhaust systems for restaurants and commercial kitchens.					
Small Motor Repair Shops Repair of small motors/engines found in items such as lawn mowers and generators.					

JUST RIGHT

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SERVICE BUSINESSES COMPATIBILITY AT-A-GLANCE (continued)

CLASS DESCRIPTION	COMM PROP	CGL/UMB	COMM AUTO	CYBER RISK	NOTES
Tailors, Dressmakers and Shoe Repair Creating, altering or repairing clothing, footwear, or household textiles such as curtains or bedding.					
Vending Machine Operators Filling, installing, maintaining and selling products from vending machines.					
Window Cleaning Washing windows for buildings under three stories.					

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

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