



**BOILER AND MACHINERY ENGINEERING
SERVICE PROPOSAL**

PREPARED FOR

THE STATE OF FLORIDA



Boiler and Machinery Risk Control Coordination Services

TRAVELERS WILL PROVIDE A DEDICATED ACCOUNT CONSULTANT TO HELP COORDINATE YOUR BOILER AND MACHINERY RISK CONTROL NEEDS

Travelers Boiler and Machinery Risk Control will provide a dedicated account consultant who will work closely with the State of Florida's Risk Management Team to forge a strong partnership and help develop customized boiler related risk control plans as part of your Travelers equipment breakdown insurance policy.

Our service begins with a dedicated boiler professional taking the time to understand your unique operations. We'll work with you to help develop and coordinate:

- a customized service strategy based on your company needs;
- plans to evaluate and address your specific equipment exposures; and
- also help manage your equipment improvement priorities.

The Travelers Boiler and Machinery Risk Control account coordinator works closely with you, your broker, Travelers underwriting and our global team of boiler specialists to help address your equipment maintenance needs and to help reduce business interruption risks.

When you choose Travelers, expect the best in boiler risk control delivery, including:

Ease of Doing Business

- Single point of contact for your boiler risk control services
- Periodic meetings to discuss your needs
- Tracking, prioritizing and periodic review of recommendations
- Account stewardship

EQUIPMENT BREAKDOWN SERVICES

Many insurance companies offer Equipment Breakdown coverage, but not all offer in-house resources to service it. Travelers has been insuring and inspecting boilers, pressure vessels and other types of equipment since 1907 and is one of the largest and fastest growing Equipment Breakdown insurers in the United States.



WHAT WE CAN DO

Our staff provides services to customers that include, but are not limited to:

Inspecting boilers, pressure vessels and other equipment

More than 70 separate jurisdictions in North America require periodic inspections of boilers and pressure vessels. Each jurisdiction has separate inspecting criteria and inspection frequencies for various equipment types. Travelers is a National Board Authorized Inspection Agency and has over 170 risk control consultants who hold a Boiler and Pressure Vessel Inspectors commission. Our professionals also are licensed by states and/ or localities to perform boiler and pressure vessel inspections in jurisdictions throughout the United States, Canada and Puerto Rico.

In the State of Florida, Travelers currently employs the following full time Boiler and Machinery Risk Control Consultants;

Barnhart	Mike	Florida Inspector's Commission Number 12-000020
Godwin	Jerry	Florida Inspector's Commission Number 330
Hernandez	Hector	Florida Inspector's Commission Number 504
Kopetz, Jr.	John	Florida Inspector's Commission Number 333
Miller	David	Florida Inspector's Commission Number 482
Puig	Ivan	Florida Inspector's Commission Number 12-000019
Whiddon	Robert	Florida Inspector's Commission Number 481

Travelers shares the same Jurisdictional Online Database that is used by a majority of the Jurisdictional regulating authorities of the United States to maintain their inventories of registered and inspected boilers and unfired pressure vessels. This gives Travelers the distinct advantage of affecting a seamless servicing transition when partnering with a new insured. Additionally, being a member of the Jurisdiction Online community enables Travelers field engineers to make real time updates and changes without depending upon State employees to transcribe and enter submitted inspection forms other insurance carriers are currently providing.

Travelers is a clear leader in Boiler and Machinery Risk Control Services with strong scale, geographic diversity, and knowledge base. A staff of dedicated responsible risk control consultants and specialists with outstanding credentials enable Travelers to boast one of the best on-time inspection records in the industry.

Inspection Hotline Service

Requests for jurisdictionally required boiler and pressure vessel inspections can be easily processed by your account coordinator or through a toll-free customer service hotline at 800-425-4119 or email boilinsp@travelers.com.



Investigating claims

Risk Control works with dedicated Underwriting and Claim units to provide superior service. For challenging and unique assignments, our Risk Control specialists may involve Travelers' certified analytical laboratory or our network of independent testing, consulting and service companies.

Conducting risk control surveys

Travelers offers service leadership in equipment breakdown risk control surveys to industries as diverse as manufacturing, generating utilities, petro-chemical processing, health care, cold storage, food processing, building management and numerous others. Each of these industries shares a common exposure: key equipment breakdown. A single, unknown exposure can cause an unplanned equipment outage; paralyze an entire location, affecting multiple locations and; ultimately, the financial success of a company.

Surveys give our customers insight into the condition and maintenance requirements of their equipment. Our risk control consultants identify equipment exposures, develop meaningful loss prevention recommendations and support our customers' efforts to keep their equipment at full production.

Coordinating Non-Destructive Testing

We can also help arrange non-destructive testing services. Non-destructive examination and testing are the most cost-effective tools in controlling unplanned outages. Many of these tests can be performed while the equipment is in operation, and all provide valuable insight into equipment operating conditions and maintenance requirements. Travelers provides a network of contracted service companies that specialize in non-destructive examination and testing technologies as well as electrical distribution thermography surveys, transformer, and lube oil analysis. Any of these services may be coordinated through your account consultant.

Training and Education

Onsite, classroom setting, webinars, or virtual training opportunities are available and may be coordinated through your account consultant. The Travelers Risk Control website includes a variety of resources, including equipment related technical bulletins, guides, checklists and more



Customer Web Site

Risk Control's industry-leading Web site (travelers.com/riskcontrol) is your 24/7 resource for safety and risk management information, as well as educational and training opportunities. By registering, Travelers policyholders gain exclusive access to the following resources:

- > **Travelers Virtual Risk ManagerSM**, an online self-assessment tool that helps identify safety performance gaps and delivers a customized action plan to assist in addressing safety needs;
- > **TravSourcesSM**, a one-stop shop for Risk Control's collections of resources packaged by industry and/or topic;
- > **Getting Started**, a small business section to help companies build the foundation for an effective safety management program;
- > **TravCoursesSM**, a wide selection of classroom, Webinar and computer-based training courses, as well as multimedia products, many of which are provided at no cost;
- > **Complimentary newsletters and news alerts** to stay current on safety and risk control related developments;
- > **Access to more than 1,500 risk control resources**, including technical bulletins, guides, sample programs, checklists, forms and training materials; and
- > **Access to Travelers Industrial Hygiene Laboratory resources**, tools to help identify and address biological, chemical, and physical agents related to occupational health risks.

For More Information

Visit our Web site at travelers.com/riskcontrol, contact your Risk Control Account Consultant or email Ask-Risk-Control@travelers.com.

Industry Leading Risk Control

With Travelers boiler account coordinator service, you have direct access to one of the most effective risk control organizations in the industry. Our dedicated account coordinators can assist in delivering agreed upon services by one of our nationwide team of dedicated boiler specialists.

Let our proven track record of helping our clients develop effective property solutions be part of your boiler risk management team.



Boiler & Machinery Risk Control

Primary Contact:

John Kopetz | Travelers B&M

Senior Risk Control Consultant | Risk Control

P: 772.879.2522

jkopetz@travelers.com

Coordinator:

Richard Helchowski | Travelers B&M

Account Consultant | Risk Control

P: 860.767.0861 | C: 860.575.1922

rhelchow@travelers.com

Jurisdictional Inspection Requests

P: 800.425.4119

F: 877.764.9535

boilinsp@travelers.com

Alternate Contacts:

Ivan Puig | Travelers B&M

Risk Control Consultant | Risk Control

P: 407.256.3924 | F: 888.803.1522

ipuig@travelers.com

Jerry Godwin | Travelers B&M

Field Manager | Risk Control

P: 251.368.6776 | F: 888.803.1522

jgodwin@travelers.com

Boiler & Machinery Claim

To report a loss:

- Contact your Account Manager, Richard Helchowski; or
- Call toll-free at 800.238.6225; or
- Fax your loss information toll-free at 877.QUICK.FAX (877.784.5329); or
- Email Boiler & Machinery Claim Handling at boilclm@travelers.com