



Bill Cunningham
President
Travelers
Commercial Accounts, 6MN
860.954.0714
One Tower Square
Hartford, CT 06183

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Dear John Vokey:

I'm pleased to provide you with an update on some new initiatives undertaken by Travelers Commercial Accounts to enhance our product and service offerings. We're confident that you'll share our excitement as we work to advance our *mutual* financial success through these innovations.

• **New IndustryEdgeSM Products:**

- The new Franchised Auto & Truck Dealers product, already introduced in many states, has been very well received and has grown over 75% to date. We anticipate continued success as rate filings in additional states are approved.
- We believe that our new Printers product, with its specialized package of coverage options including Printers E&O, will be very competitive within the industry.

• **Broadened Underwriting Appetite and Expanded Coverage Offerings:**

- Our recently expanded Educational Institutions product now includes Management Liability and enhanced Inland Marine and International coverages. Packaged together, these additional coverages provide your customers with a total account solution.
- As many of our insureds increasingly engage in activities abroad, we now offer International coverage on *all* our IndustryEdge package products.

• **Expanding Service Delivery:**

- We greatly increased our focus on industry-specific Risk Control and Claim management.
- Our recently introduced On-Line Claim reporting capability is designed to speed up the process of bringing about fair and equitable claim payment.
- Our new Risk Control customer web portal - riskcontrol.com - is a one-stop resource for answers to risk control questions and pertinent news alerts that can help your clients prevent losses.

I invite you to take a fresh look at Travelers Commercial Accounts. You'll see a middle market industry leader ready to do business with energy and innovation. We are fully dedicated to achieving profitable growth by offering quality insurance products together with the most competent agents and brokers in the industry.

Contact your local Travelers Commercial Accounts representative to find out more about how we can help you deliver innovative insurance solutions to your customers. Or feel free to contact me directly.

We appreciate your business. And we look forward to working with you on these new opportunities for our mutual success.

Sincerely,

Bill Cunningham