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Travelers discusses claim for technology companies

(SPEECH)

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(DESCRIPTION)

Navigating the risks of innovation, Claim insights for technology companies, Travelers umbrella

Jerry Gallivan

(SPEECH)

JERRY GALLIVAN: It happens every day-- a company hires a technology firm to upgrade or replace its software, but the implementation doesn't go as planned. The company blames a software company and sues for its lost revenue. Or an online retailer outsources its website management, and sales fall dramatically. The website management firm gets sued. Or an e-commerce business fails to obtain or continues using product photos after its license expires and is sued for copyright infringement.

Managing claims like these is our job. Hi. I'm Jerry Gallivan. I lead the Business Torts Claim Team at Travelers. We're here to protect our customers' businesses, brands, and reputations by resolving the complex claims that arise in the technology sector. The rapid growth of technology-- online, cloud, mobile-- has produced rapid growth and exposures and rapid growth in the number, types, and sizes of claims.

We're able to manage these claims because we have strong litigation and litigation management experience. We also understand the dynamic and competitive environments in which our technology customers do business. Travelers has a unique claim unit dedicated to technology specialty claims, including professionals who have real trial experience.

We use this experience every day to help our customers get the best possible outcomes, whether it's strategizing or negotiating settlements, working with customers to avoid litigation and preserve their business relationships, or managing our customers' total cost of risk. We are committed to and strive every day to preserve our customers' businesses, brands, and reputations.

I practiced law for 20 years before joining Travelers, and I loved it. But the intellectual stimulation I get from combining the technology industry and insurance makes it exciting to get up and come to work every day.

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Travelers, It's better under the umbrella