

Service That Sets Us Apart

Addressing your total cost of risk

Client Service Manager (CSM): your advocate and primary point of contact who coordinates services, understands your goals, and develops solutions for larger and more complex risks.

From risk control and claims, to sophisticated data analysis and industry benchmarking, we offer a consultative relationship that leverages the vast resources that a Fortune 100 insurance carrier can provide.

Partner with Liberty Mutual, and you benefit from the financial strength, security, and capacity of a Fortune 100 carrier. Go beyond business as usual.

For more information about our products, services, and how our CSMs can help you lower your total cost of risk, please contact your agent, broker, or Liberty Mutual representative.

Name
Title
Address 1
Address 2
Phone
Email

Premium is just a fraction of the total cost of risk.

Identifying the complex risk management issues that drive the rest of your loss costs and helping your business address them is what sets Liberty Mutual apart.

And at the center of this approach is your CSM.

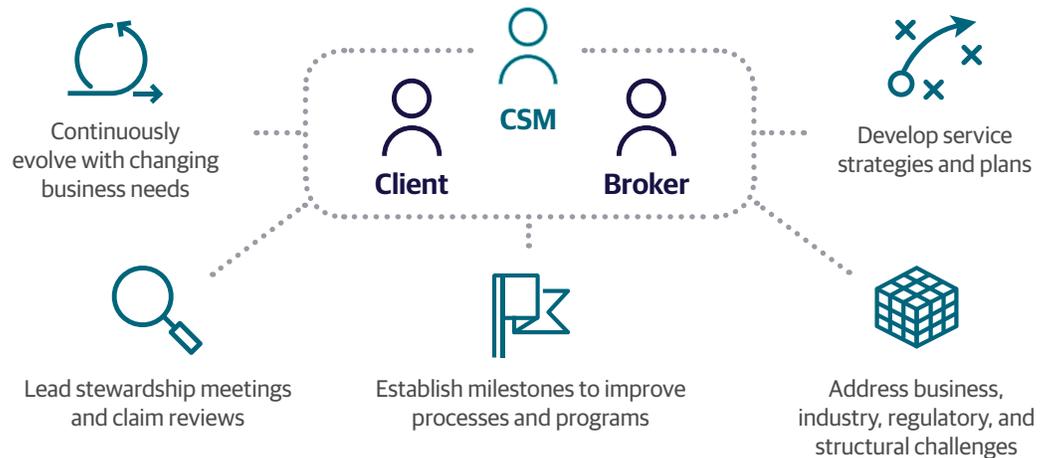


Custom service plan: tailored to your needs

From the beginning, your CSM will help design a fully customized service plan to address your unique risk management needs.

Open communication: the foundation of our relationship

Regular communication with your CSM and formal midterm or stewardship meetings gives you a chance to provide feedback on how we're doing.



Benchmarking losses against industry peers

Not only are stewardship meetings an opportunity to provide feedback, we'll track progress to your service plan and leverage our vast data resources to benchmark your losses against your peers. Then, we'll suggest ways to help you lower your total cost of risk.

Transitioning your account has never been easier

Your CSM will develop a seamless transition plan that makes it easy to accommodate your exposures, claims, and data.

This document provides a general description of this program and/or service. See your policy, service contract, or program documentation for actual terms and conditions. Insurance is underwritten by Liberty Mutual Insurance Company or its affiliates or subsidiaries. Some policies may be placed with a surplus lines insurer. Surplus lines insurers generally do not participate in state guaranty funds and coverage may only be obtained through duly licensed surplus lines brokers.