Second Quarter 2019 Results

July 23, 2019

TRAVELERS

Long-Term Financial Strategy

Meaningful and sustainable competitive advantages

→

Generation of top tier earnings and capital substantially in excess of growth needs

→

Balanced approach to rightsizing capital and growing book value per share over time

CREATE SHAREHOLDER VALUE

Objective: Mid-Teens Core ROE ***Over Time***

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Second Quarter 2019 Overview

Travelers Reports Second Quarter 2019 Net Income per Diluted Share of $2.10, up 9%, and Return on Equity of 9.0%

Second Quarter 2019 Core Income per Diluted Share of $2.02, up 12%, and Core Return on Equity of 9.2%

- Second quarter net income of $557 million and core income of $537 million, up 6% and 9%, respectively.
- Consolidated combined ratio of 98.4%; underlying combined ratio of 94.9%, an increase from the prior year quarter due to higher non-catastrophe weather-related losses.
- Record net written premiums of $7.450 billion, up 4%, reflecting growth in all segments.
- Renewal premium change in Business Insurance of 6.7% at highest level since 2014.
- Total capital returned to shareholders of $593 million, including $376 million of share repurchases. Year-to-date total capital returned to shareholders of $1.218 billion, including $797 million of share repurchases.
- Book value per share of $97.26, up 12% from year-end 2018. Adjusted book value per share of $90.05, up 3% from year-end 2018.
- Board of Directors declared quarterly dividend per share of $0.82.

Consolidated Performance

($ in millions, except per share amounts, after-tax, except for premiums)

	SECOND QUARTER 2019	SECOND QUARTER 2018	SECOND QUARTER Change	YEAR-TO-DATE 2019	YEAR-TO-DATE 2018	YEAR-TO-DATE Change
Core income	**$ 537**	**$ 494**	**9 %**	**$ 1,292**	**$ 1,172**	**10 %**
per diluted share	*$ 2.02*	*$ 1.81*	*12 %*	*$ 4.85*	*$ 4.27*	*14 %*
Included the following items:						
Net favorable prior year reserve development	$ 99	$ 148		$ 140	$ 267	
Catastrophes, net of reinsurance	(290)	(384)		(442)	(664)	
Total items	**$ (191)**	**$ (236)**		**$ (302)**	**$ (397)**	
Loss and loss adjustment ratio	68.2 %	67.4 %		66.2 %	66.2 %	
Underwriting expense ratio	30.2	30.7		29.9	30.6	
Combined ratio [1]	**98.4 %**	**98.1 %**	**(0.3) pts**	**96.1 %**	**96.8 %**	**0.7 pts**
Net favorable prior year reserve development	1.8	2.8		1.3	2.5	
Catastrophes, net of reinsurance	(5.3)	(7.3)		(4.1)	(6.3)	
Underlying combined ratio	**94.9 %**	**93.6 %**	**(1.3) pts**	**93.3 %**	**93.0 %**	**(0.3) pts**
Net Written Premiums	**$ 7,450**	**$ 7,131**	**4 %**	**$ 14,507**	**$ 13,955**	**4 %**

[1] A benefit to the combined ratio is indicated as a positive item, and a charge is indicated as a negative item.

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High Quality Financial Position

($ and shares in millions, except per share amounts)

	June 30, 2019	December 31, 2018
Debt	$ 6,558	$ 6,564
Common equity [1]	23,443	23,007
Total capital [1]	$ 30,001	$ 29,571
Debt-to-capital [1]	21.9%	22.2%
Common shares outstanding	260.3	263.6
Book value per common share	$ 97.26	$ 86.84
Adjusted book value per common share [1]	$ 90.05	$ 87.27
Tangible book value per common share [1, 2]	$ 73.79	$ 71.20
Statutory capital and surplus	$ 21,080	$ 20,774
Holding company liquidity	$ 1,460	$ 1,415

Capital

- At or above target levels for all rating agencies.
- Repurchased 2.6 million shares during second quarter 2019 at a total cost of $376 million.
- Dividends in the second quarter were $217 million.

Leverage

- Debt-to-capital ratio[1] of 21.9% comfortably within target range.
- Low level of maturing debt.
  - 2020 - $500 million
  - 2021 through 2025 - None

Very high quality investment portfolio

- Fixed maturities average weighted quality Aa2, AA.
- Fixed maturities below investment grade 2.3%.

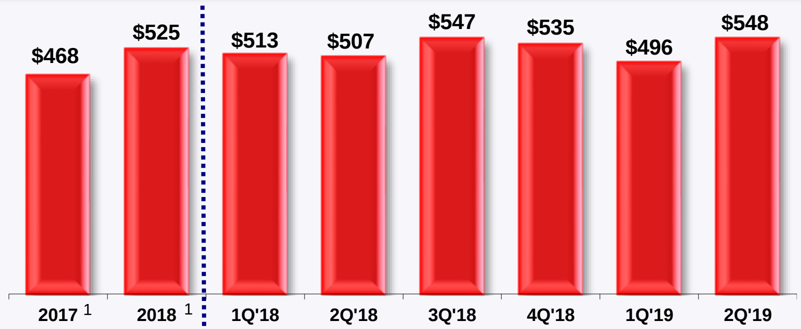
[1] Excludes net unrealized investment gains (losses), net of tax, included in shareholders' equity

[2] Excludes the after-tax value of goodwill and other intangible assets

Combined Net Investment Income - After-tax

($ in millions)

TOTAL

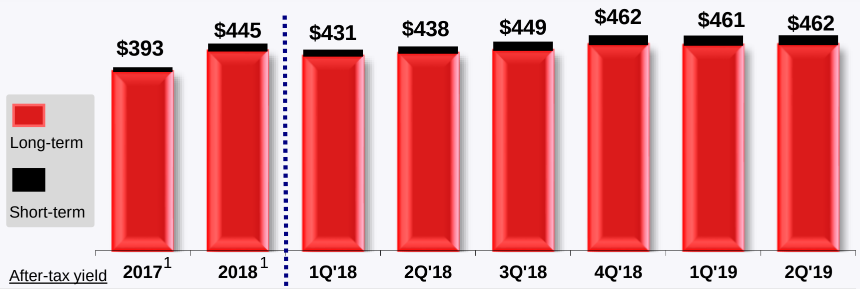


After-tax yield	2017[1]	2018[1]	1Q'18	2Q'18	3Q'18	4Q'18	1Q'19	2Q'19
	2.6%	2.9%	2.8%	2.8%	3.0%	2.9%	2.7%	2.9%

Second Quarter 2019 Commentary

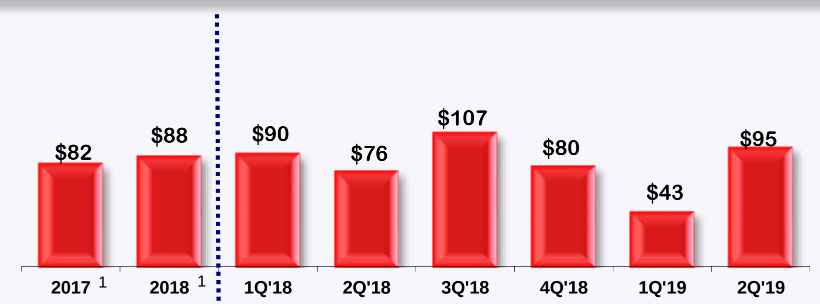
- Net investment income from the long-term fixed income portfolio benefited from an increase in average investments and higher embedded yields in the portfolio
- The short-term portion of the fixed income portfolio benefited from higher interest rates
- Net investment income from the non-fixed income portfolio increased from the prior year quarter due to higher private equity partnership returns

FIXED INCOME[2]



After-tax yield	2017[1]	2018[1]	1Q'18	2Q'18	3Q'18	4Q'18	1Q'19	2Q'19
Total	2.4%	2.6%	2.6%	2.6%	2.6%	2.7%	2.7%	2.7%
Short-term	0.7%	1.8%	1.4%	1.7%	2.0%	2.1%	2.3%	2.3%
Long-term	2.5%	2.7%	2.6%	2.7%	2.7%	2.7%	2.7%	2.7%

NON-FIXED INCOME[2]



After-tax yield	2017[1]	2018[1]	1Q'18	2Q'18	3Q'18	4Q'18	1Q'19	2Q'19
	6.3%	6.7%	6.9%	5.8%	8.1%	6.1%	3.3%	7.3%

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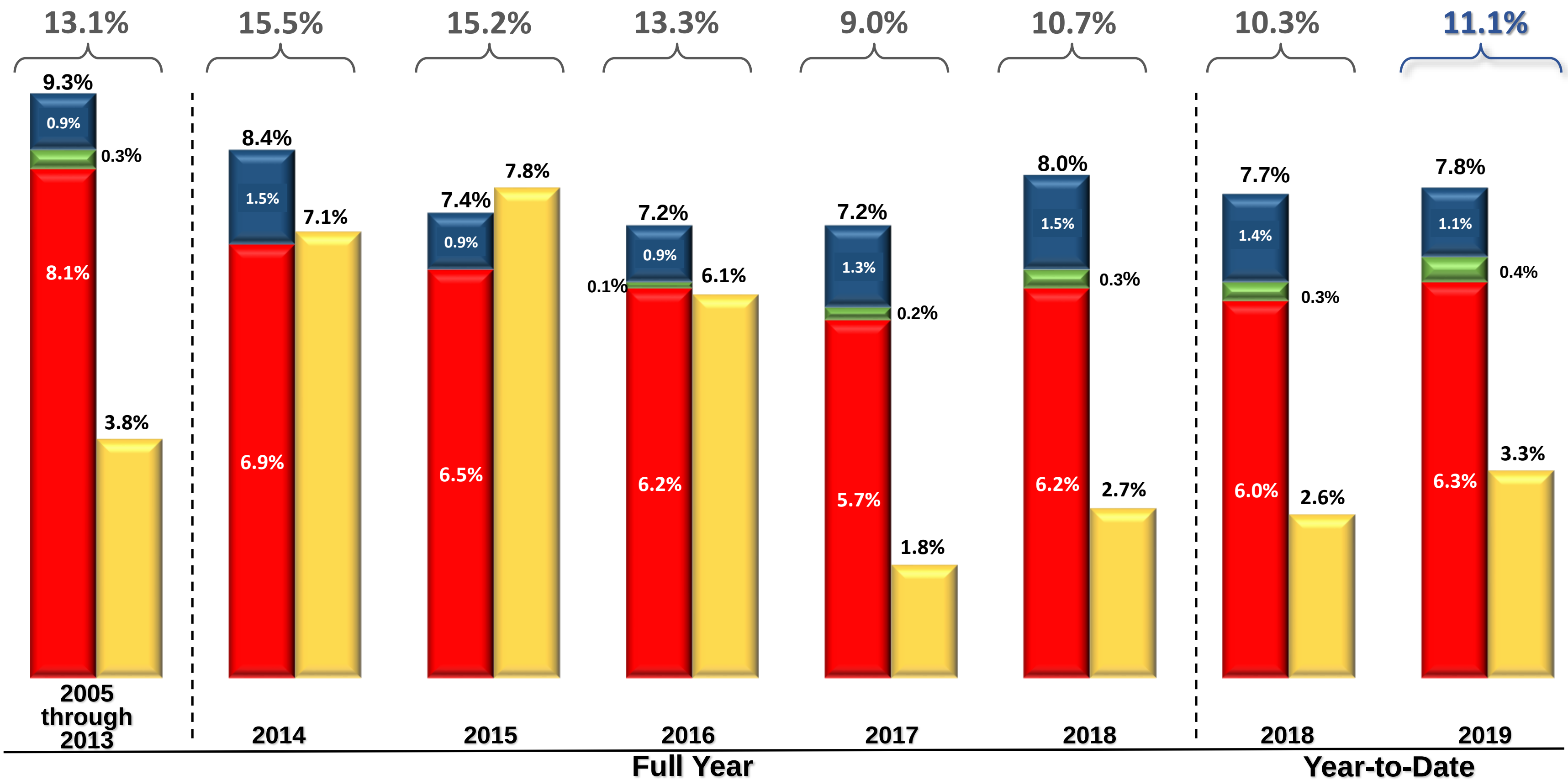
[1] 2017 and 2018 data represent quarterly average
[2] Excludes investment expenses

Components of Core Return on Equity



- Long-term fixed net investment portfolio investment income less holding company interest expense
- Short-term fixed net investment portfolio investment income
- Non-fixed net investment portfolio investment income
- Underwriting gain and other

From Jan. 1, 2005 through June 30, 2019, TRV's average annual core ROE was approximately 12.9%

Business Insurance Performance

($ in millions)

	SECOND QUARTER			YEAR-TO-DATE		
	2019	2018	Change	2019	2018	Change
Segment income	**$ 351**	**$ 385**	**(9) %**	**$ 765**	**$ 837**	**(9) %**
Loss and loss adjustment ratio	69.6 %	66.9 %		68.6 %	66.3 %	
Underwriting expense ratio	31.5	31.9		31.0	31.9	
Combined ratio [1]	**101.1 %**	**98.8 %**	**(2.3) pts**	**99.6 %**	**98.2 %**	**(1.4) pts**
Net favorable prior year reserve development	1.9	2.3		0.7	2.1	
Catastrophes, net of reinsurance	(5.6)	(4.6)		(4.1)	(4.3)	
Underlying combined ratio	**97.4 %**	**96.5 %**	**(0.9) pts**	**96.2 %**	**96.0 %**	**(0.2) pts**
Net written premiums						
Domestic						
Select Accounts	$ 756	$ 729	4 %	$ 1,541	$ 1,502	3 %
Middle Market	2,009	1,985	1	4,419	4,247	4
National Accounts	223	231	(3)	527	540	(2)
National Property and Other	588	518	14	975	898	9
Total Domestic	3,576	3,463	3	7,462	7,187	4
International	298	318	(6)	575	588	(2)
Total Business Insurance	**$ 3,874**	**$ 3,781**	**2 %**	**$ 8,037**	**$ 7,775**	**3 %**
Change in total net written premiums excluding the impact of changes in foreign exchange rates			**3 %**			**4 %**

See slide 9 for additional detail

[1] A benefit to the combined ratio is indicated as a positive item, and a charge is indicated as a negative item.

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Business Insurance Underlying Combined Ratio

SECOND QUARTER

	2019	2018	Change
Underlying combined ratio[1]	97.4 %	96.5 %	(0.9) pts

Change of (0.9) pts includes:

Higher non-catastrophe weather-related losses		~(1) pt
Impact of 2019 property aggregate catastrophe XOL reinsurance treaty		~(1/2) pt
Run-rate impact of 4Q'18 adjustment to commercial automobile loss estimates		~(1/2) pt
2Q'19 adjustments to loss estimates for general liability (primary and excess) and commercial automobile:		
Run-rate impact	~(1/2) pt	
Re-estimation of 1Q'19	~(1/2) pt	
		~(1) pt
Domestic large losses (return to more normal level)		~1 1/2 pts
Expense leverage		~1/2 pt
		~(1) pt

[1] A benefit to the underlying combined ratio is indicated as a positive item, and a charge is indicated as a negative item.

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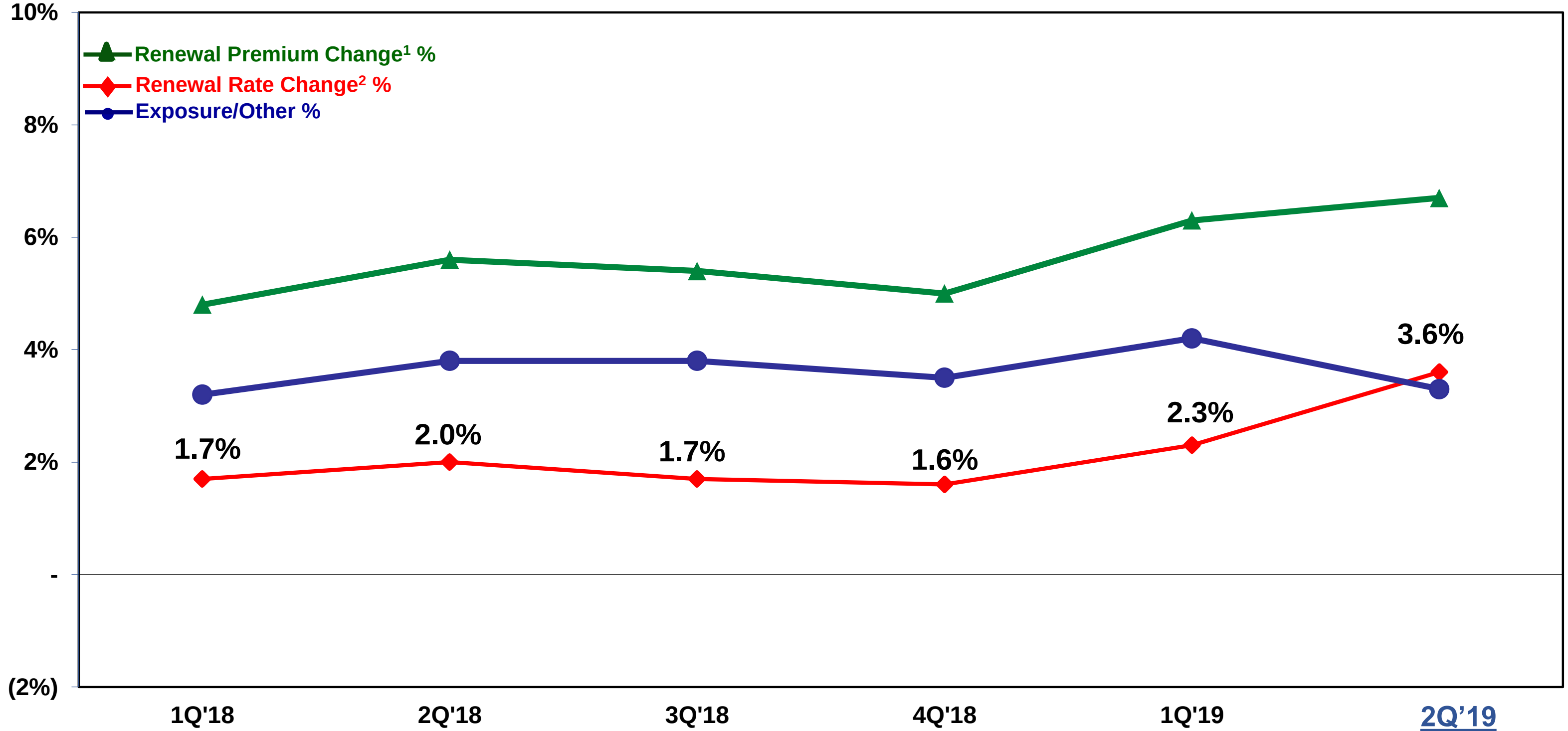
Domestic Business Insurance (Ex. National Accounts)

ILLUSTRATIVE BUSINESS STATISTICS



($ in millions)	1Q'18	2Q'18	3Q'18	4Q'18	1Q'19	2Q'19
Retention	**86%**	**85%**	**86%**	**85%**	**86%**	**85%**
Renewal premium change[1]	**4.8%**	**5.6%**	**5.4%**	**5.0%**	**6.3%**	**6.7%**
New business	**$536**	**$532**	**$468**	**$488**	**$568**	**$531**

[1] Represents the estimated change in average premium on policies that renew, including rate and exposure changes.
[2] Represents the estimated change in average premium on policies that renew, excluding exposure changes.
Note: Statistics are in part dependent on the use of estimates and are therefore subject to change.

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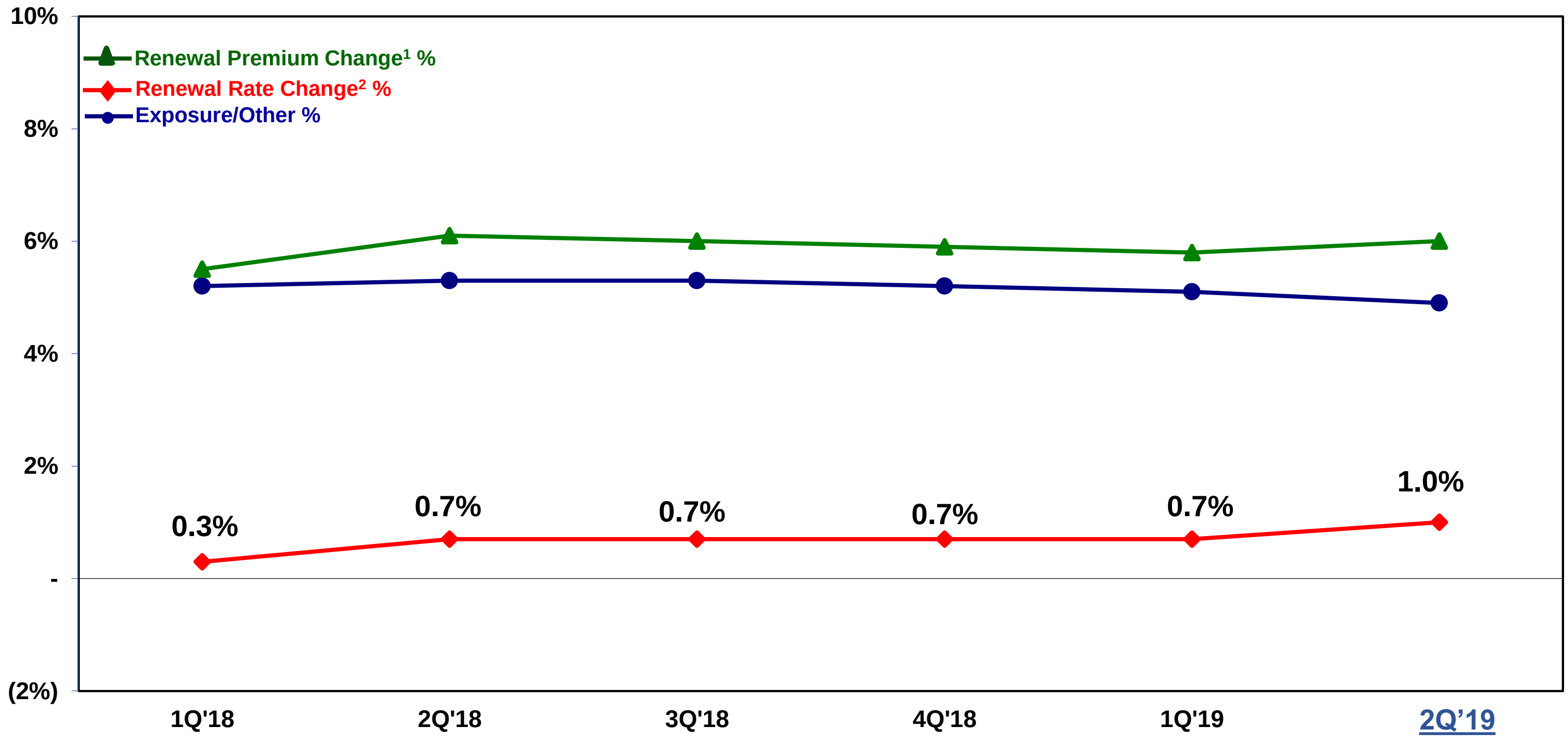
Domestic Business Insurance: Select Accounts

ILLUSTRATIVE BUSINESS STATISTICS



($ in millions)	1Q'18	2Q'18	3Q'18	4Q'18	1Q'19	2Q'19
Retention	**83%**	**82%**	**82%**	**81%**	**83%**	**82%**
Renewal premium change[1]	**5.5%**	**6.1%**	**6.0%**	**5.9%**	**5.8%**	**6.0%**
New business	**$129**	**$122**	**$104**	**$108**	**$128**	**$121**

[1] Represents the estimated change in average premium on policies that renew, including rate and exposure changes.
[2] Represents the estimated change in average premium on policies that renew, excluding exposure changes.
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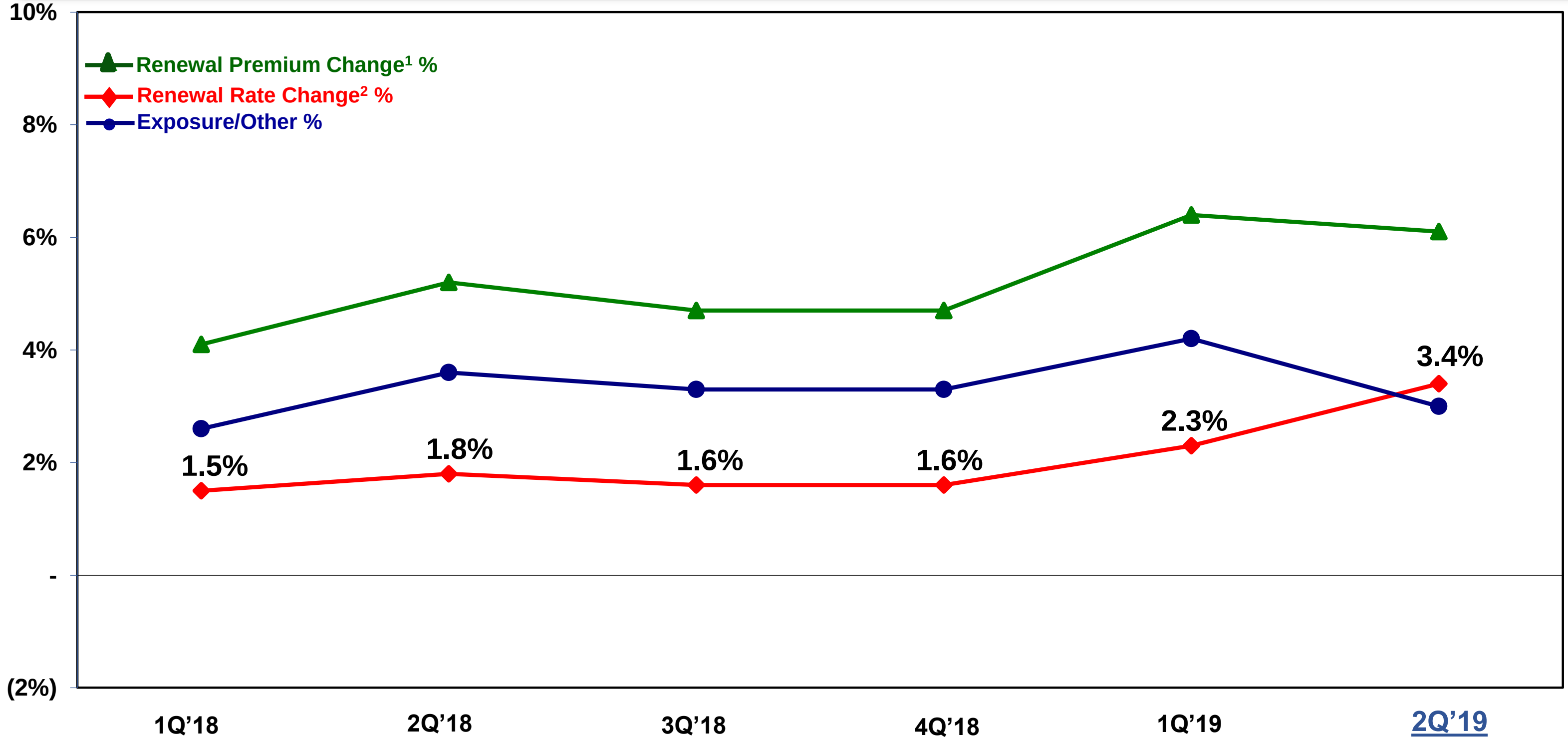
Domestic Business Insurance: Middle Market

ILLUSTRATIVE BUSINESS STATISTICS



($ in millions)	1Q'18	2Q'18	3Q'18	4Q'18	1Q'19	2Q'19
Retention	**88%**	**88%**	**87%**	**87%**	**87%**	**87%**
Renewal premium change[1]	**4.1%**	**5.2%**	**4.7%**	**4.7%**	**6.4%**	**6.1%**
New business	**$328**	**$314**	**$268**	**$278**	**$336**	**$275**

[1] Represents the estimated change in average premium on policies that renew, including rate and exposure changes.
[2] Represents the estimated change in average premium on policies that renew, excluding exposure changes.
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Bond & Specialty Insurance Performance

($ in millions)

	SECOND QUARTER			YEAR-TO-DATE		
	2019	**2018**	**Change**	**2019**	**2018**	**Change**
Segment income	**$ 174**	**$ 204**	**(15) %**	**$ 312**	**$ 377**	**(17) %**
Loss and loss adjustment ratio	37.4 %	28.8 %		40.3 %	32.6 %	
Underwriting expense ratio	37.5	37.7		37.6	37.9	
Combined ratio [1]	**74.9 %**	**66.5 %**	**(8.4) pts**	**77.9 %**	**70.5 %**	**(7.4) pts**
Net favorable prior year reserve development	6.2	14.8		3.4	10.5	
Catastrophes, net of reinsurance	(0.1)	(0.8)		(0.2)	(0.4)	
Underlying combined ratio	**81.0 %**	**80.5 %**	**(0.5) pts**	**81.1 %**	**80.6 %**	**(0.5) pts**
Net written premiums						
Domestic						
Management Liability	$ 403	$ 362	11 %	$ 770	$ 710	8 %
Surety	244	235	4	428	420	2
Total Domestic	647	597	8	1,198	1,130	6
International	63	56	13	99	97	2
Total Bond & Specialty Insurance	**$ 710**	**$ 653**	**9 %**	**$ 1,297**	**$ 1,227**	**6 %**

[1] A benefit to the combined ratio is indicated as a positive item, and a charge is indicated as a negative item.

Domestic Bond & Specialty Insurance

($ in millions)

ILLUSTRATIVE BUSINESS STATISTICS

	2018				2019	
	1Q	2Q	3Q	4Q	1Q	2Q
Management Liability [1]						
Retention	89%	90%	90%	89%	89%	**90%**
Renewal premium change [2]	3.8%	4.1%	3.2%	3.7%	3.6%	**4.2%**
New business	$51	$54	$56	$53	$55	**$65**

[1] Domestic only, excludes surety and other products that are generally sold on a non-recurring, project specific basis.
[2] Represents the estimated change in average premium on policies that renew, including rate and exposure changes.
Note: Statistics are in part dependent on the use of estimates and are therefore subject to change.

Personal Insurance Performance

($ in millions)

	SECOND QUARTER			YEAR-TO-DATE		
	2019	2018	Change	2019	2018	Change
Segment income/(loss)	**$ 88**	**$ (17)**	**618 %**	**$ 366**	**$ 112**	**227 %**
Loss and loss adjustment ratio	73.7 %	77.6 %		68.8 %	74.2 %	
Underwriting expense ratio	26.5	27.3		26.4	27.1	
Combined ratio [1]	**100.2 %**	**104.9 %**	**4.7 pts**	**95.2 %**	**101.3 %**	**6.1 pts**
Net favorable prior year reserve development	0.5	0.5		1.6	1.3	
Catastrophes, net of reinsurance	(6.1)	(12.8)		(4.9)	(11.0)	
Underlying combined ratio	**94.6 %**	**92.6 %**	**(2.0) pts**	**91.9 %**	**91.6 %**	**(0.3) pts**
Net written premiums						
Domestic						
Agency [2]						
Automobile	$ 1,300	$ 1,258	3 %	$ 2,524	$ 2,441	3 %
Homeowners and Other	1,258	1,137	11	2,095	1,969	6
Total Agency	2,558	2,395	7	4,619	4,410	5
Direct to Consumer	103	99	4	198	191	4
Total Domestic	2,661	2,494	7	4,817	4,601	5
International	205	203	1	356	352	1
Total Personal Insurance	**$ 2,866**	**$ 2,697**	**6 %**	**$ 5,173**	**$ 4,953**	**4 %**
Change in total net written premiums excluding the impact of changes in foreign exchange rates			**7 %**			**5 %**

[1] A benefit to the combined ratio is indicated as a positive item, and a charge is indicated as a negative item.
[2] Represents business sold through agents, brokers and other intermediaries, and excludes direct to consumer.

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Domestic Personal Insurance Performance

	SECOND QUARTER			YEAR-TO-DATE		
	2019	2018	Change	2019	2018	Change
Agency Automobile [1]						
Loss and loss adjustment ratio	70.1 %	71.4 %		68.0 %	71.2 %	
Underwriting expense ratio	23.9	24.0		23.7	23.9	
Combined ratio [2]	**94.0 %**	**95.4 %**	**1.4 pts**	**91.7 %**	**95.1 %**	**3.4 pts**
Net favorable prior year reserve development	1.1	2.8		2.2	2.6	
Catastrophes, net of reinsurance	(1.3)	(2.7)		(1.0)	(1.8)	
Underlying combined ratio	**93.8 %**	**95.5 %**	**1.7 pts**	**92.9 %**	**95.9 %**	**3.0 pts**
Agency Homeowners & Other [1]						
Loss and loss adjustment ratio	76.3 %	84.4 %		68.2 %	77.6 %	
Underwriting expense ratio	28.2	29.2		28.3	28.5	
Combined ratio [2]	**104.5 %**	**113.6 %**	**9.1 pts**	**96.5 %**	**106.1 %**	**9.6 pts**
Net favorable/(unfavorable) prior year reserve development	1.3	(2.2)		1.9	0.1	
Catastrophes, net of reinsurance	(12.9)	(26.2)		(10.5)	(23.5)	
Underlying combined ratio	**92.9 %**	**85.2 %**	**(7.7) pts**	**87.9 %**	**82.7 %**	**(5.2) pts**

[1] Represents business sold through agents, brokers and other intermediaries, and excludes direct to consumer and international.
[2] A benefit to the combined ratio is indicated as a positive item, and a charge is indicated as a negative item.

Domestic Personal Insurance

($ in millions)

ILLUSTRATIVE BUSINESS STATISTICS

	2018				2019	
	1Q	2Q	3Q	4Q	1Q	2Q
Agency Automobile [1]						
Retention [2]	83%	83%	84%	84%	84%	**84%**
Renewal premium change [3]	10.7%	9.6%	8.1%	6.8%	5.3%	**4.6%**
Policies in force (in thousands)	2,519	2,517	2,518	2,518	2,516	**2,517**
• Sequential quarter growth	-%	-%	-%	-%	-%	**-%**
• Year over year growth	1%	-%	-%	-%	-%	**-%**
New business	$193	$212	$219	$202	$206	**$217**
Agency Homeowners & Other [1]						
Retention [2]	86%	86%	86%	86%	86%	**86%**
Renewal premium change [3]	3.2%	3.7%	3.7%	3.8%	5.3%	**6.7%**
Policies in force (in thousands)	4,453	4,530	4,601	4,652	4,726	**4,825**
• Sequential quarter growth	1%	2%	2%	1%	2%	**2%**
• Year over year growth	5%	6%	6%	6%	6%	**7%**
New business	$125	$170	$173	$154	$163	**$215**

[1] Represents business sold through agents, brokers and other intermediaries, and excludes direct to consumer and international.
[2] The ratio of expected number of renewal policies that will be retained throughout the annual policy period to the number of available renewal base policies.
[3] Represents the estimated change in average premium on policies that renew, including rate and exposure changes.
Note: Statistics are in part dependent on the use of estimates and are therefore subject to change.

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Total International Insurance

($ in millions)

ILLUSTRATIVE BUSINESS STATISTICS

	2018				2019	
	1Q	2Q	3Q	4Q	1Q	2Q
International[1]						
Retention	85%	83%	83%	82%	78%	**79%**
Renewal premium change[2]	3.2%	1.9%	3.3%	5.4%	5.6%	**6.6%**
New business	$95	$122	$95	$101	$92	**$80**

[1] Excludes surety and other products that are generally sold on a non-recurring, project specific basis.
[2] Represents the estimated change in average premium on policies that renew, including rate and exposure changes.
Note: Statistics are in part dependent on the use of estimates and are therefore subject to change.

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Appendix

2019 Catastrophe Reinsurance

Catastrophe Bonds - Long Point Re III Ltd.

- $500 million aggregate principal was placed in May 2018 and the attachment point was reset in May 2019
  - The reinsurance agreement provides coverage to the Company through May 24, 2022 for certain property losses on specified lines of business from tropical cyclones, earthquakes, severe thunderstorms or winter storms from Virginia to Maine. The attachment point and maximum limit will be reset annually to adjust the expected loss of the layer within a predetermined range. For the period May 25, 2019 through and including May 24, 2020, the Company will be entitled to begin recovering amounts under this reinsurance agreement if the covered losses in the covered area for a single occurrence reach an attachment amount of $1.79 billion. The full $500 million coverage amount is available until such covered losses reach a maximum $2.29 billion.

Northeast Property Catastrophe Excess-of-Loss Reinsurance Treaty

- $600 million part of $850 million of coverage, subject to a $2.25 billion retention was renewed effective July 1, 2019
  - The reinsurance agreement provides coverage to the Company for losses arising from a single occurrence, subject to one reinstatement. Coverage is provided on an all perils basis, including but not limited to hurricanes, tornadoes, hail storms, earthquakes and winter storm and/or freeze losses (coverage is included for terrorism events in limited circumstances, but nuclear, biological and radiological attacks are entirely excluded) from Virginia to Maine for the period July 1, 2019 through and including June 30, 2020. Losses from a covered event anywhere in the United States, Canada, the Caribbean and Mexico and waters contiguous thereto may be used to satisfy the retention. Recoveries under the catastrophe bond (if any) would be first applied to reduce losses subject to this treaty.

- The following additional catastrophe reinsurance agreements were renewed July 1, 2019:
  - Middle Market Earthquake Catastrophe Excess-of-Loss Reinsurance Treaty
  - Canadian Property Catastrophe Excess-of-Loss Reinsurance Treaty

- The following additional catastrophe reinsurance agreements remain in effect:
  - Corporate Catastrophe Excess-of-Loss Reinsurance Treaty
  - Underlying Property Aggregate Catastrophe Excess-of-Loss Reinsurance Treaty
  - Personal Insurance Earthquake Catastrophe Excess-of-Loss Reinsurance Treaty
  - Other International Reinsurance Treaties

For further information regarding these additional agreements, see the “Catastrophe Reinsurance” section of “Part 1 – Item 1 – Business” in the Company’s Annual Report on Form 10-K for the year ended December 31, 2018 and in the “Catastrophe Reinsurance Coverage” section of Management’s Discussion and Analysis of Financial Condition and Results of Operations in the Company’s Quarterly Report on Form 10-Q for the quarter ended June 30, 2019, in each case, as updated by our subsequent periodic filings with the SEC.

Explanatory Note

This presentation contains, and management may make, certain “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995. All statements, other than statements of historical facts, may be forward-looking statements. Words such as “may,” “will,” “should,” “likely,” “anticipates,” “expects,” “intends,” “plans,” “projects,” “believes,” “estimates” and similar expressions are used to identify these forward-looking statements. These statements are likely to relate to, among other things, our outlook, our future results of operations and financial condition (including, among other things, anticipated premium volume, premium rates, renewal premium changes, underwriting margins and underlying underwriting margins, net and core income, investment income and performance, loss costs, return on equity, core return on equity and expected current returns, and combined ratios and underlying combined ratios), our share repurchase plans, future pension plan contributions, the sufficiency of our asbestos and other reserves, the impact of emerging claims issues as well as other insurance and non-insurance litigation, the cost and availability of reinsurance coverage, catastrophe losses, the impact of investment (including changes in interest rates), economic (including inflation, changes in tax law, changes in commodity prices and fluctuations in foreign currency exchange rates) and underwriting market conditions, strategic and operational initiatives to improve profitability and competitiveness, the Company’s competitive advantages, new product offerings, the impact of new or potential regulations imposed or to be imposed by the United States or other nations, including tariffs or other barriers to international trade, and the impact of legislation enacted or to be enacted by states allowing victims of sexual abuse to file or proceed with claims that otherwise would have been time-barred.

The Company cautions investors that such statements are subject to risks and uncertainties, many of which are difficult to predict and generally beyond the Company’s control, that could cause actual results to differ materially from those expressed in, or implied or projected by, the forward-looking information and statements. Some of the factors that could cause actual results to differ include, but are not limited to, the following:

- catastrophe losses could materially and adversely affect the Company’s results of operations, its financial position and/or liquidity, and could adversely impact the Company’s ratings, the Company’s ability to raise capital and the availability and cost of reinsurance;
- if actual claims exceed the Company’s claims and claim adjustment expense reserves, or if changes in the estimated level of claims and claim adjustment expense reserves are necessary, including as a result of, among other things, changes in the legal, regulatory and economic environments in which the Company operates, the Company’s financial results could be materially and adversely affected;
- during or following a period of financial market disruption or an economic downturn, the Company’s business could be materially and adversely affected;
- the Company’s investment portfolio is subject to credit and interest rate risk, and may suffer reduced or low returns or material realized or unrealized losses;
- the Company’s business could be harmed because of its potential exposure to asbestos and environmental claims and related litigation;
- the intense competition that the Company faces, and the impact of innovation, technological change and changing customer preferences on the insurance industry and the markets in which it operates, could harm its ability to maintain or increase its business volumes and its profitability;
- disruptions to the Company’s relationships with its independent agents and brokers or the Company's inability to manage effectively a changing distribution landscape could adversely affect the Company;
- the Company is exposed to, and may face adverse developments involving, mass tort claims such as those relating to exposure to potentially harmful products or substances;
- the effects of emerging claim and coverage issues on the Company’s business are uncertain;
- the Company may not be able to collect all amounts due to it from reinsurers, reinsurance coverage may not be available to the Company in the future at commercially reasonable rates or at all and we are exposed to credit risk related to our structured settlements;
- the Company is also exposed to credit risk in certain of its insurance operations and with respect to certain guarantee or indemnification arrangements that we have with third parties;
- within the United States, the Company’s businesses are heavily regulated by the states in which it conducts business, including licensing, market conduct and financial supervision, and changes in regulation may reduce the Company’s profitability and limit its growth;
- a downgrade in the Company’s claims-paying and financial strength ratings could adversely impact the Company’s business volumes, adversely impact the Company’s ability to access the capital markets and increase the Company’s borrowing costs;
- the inability of the Company’s insurance subsidiaries to pay dividends to the Company’s holding company in sufficient amounts would harm the Company’s ability to meet its obligations, pay future shareholder dividends and/or make future share repurchases;
- the Company’s efforts to develop new products, expand in targeted markets or improve business processes and workflows may not be successful and may create enhanced risks;
- the Company may be adversely affected if its pricing and capital models provide materially different indications than actual results;
- the Company’s business success and profitability depend, in part, on effective information technology systems and on continuing to develop and implement improvements in technology, particularly as its business processes become more digital;
- if the Company experiences difficulties with technology, data and network security (including as a result of cyber attacks), outsourcing relationships or cloud-based technology, the Company’s ability to conduct its business could be negatively impacted;
- the Company is also subject to a number of additional risks associated with its business outside the United States, such as foreign currency exchange fluctuations (including with respect to the valuation of the Company’s foreign investments and interests in joint ventures) and restrictive regulations as well as the risks and uncertainties associated with the United Kingdom’s withdrawal from the European Union;
- regulatory changes outside of the United States, including in Canada, the United Kingdom, the Republic of Ireland and the European Union, could adversely impact the Company’s results of operations and limit its growth;
- loss of or significant restrictions on the use of particular types of underwriting criteria, such as credit scoring, or other data or methodologies, in the pricing and underwriting of the Company’s products could reduce the Company’s future profitability;
- acquisitions and integration of acquired businesses may result in operating difficulties and other unintended consequences;
- the Company could be adversely affected if its controls designed to ensure compliance with guidelines, policies and legal and regulatory standards are not effective;
- the Company’s businesses may be adversely affected if it is unable to hire and retain qualified employees;
- intellectual property is important to the Company’s business, and the Company may be unable to protect and enforce its own intellectual property or the Company may be subject to claims for infringing the intellectual property of others;
- changes in federal regulation could impose significant burdens on the Company and otherwise adversely impact the Company’s results;
- changes in U.S. tax laws or in the tax laws of other jurisdictions in which the Company operates could adversely impact the Company; and
- the Company’s share repurchase plans depend on a variety of factors, including the Company’s financial position, earnings, share price, catastrophe losses, maintaining capital levels commensurate with the Company’s desired ratings from independent rating agencies, changes in levels of written premiums, funding of the Company’s qualified pension plan, capital requirements of the Company’s operating subsidiaries, legal requirements, regulatory constraints, other investment opportunities (including mergers and acquisitions and related financings), market conditions and other factors.

For a more detailed discussion of these factors, see the information under "Risk Factors" and “Management’s Discussion and Analysis of Financial Condition and Results of Operations” in our most recent Form 10-K, filed on February 14, 2019, and subsequent periodic filings with the Securities and Exchange Commission (“SEC”), which are accessible on the SEC’s website (www.sec.gov). Our forward-looking statements speak only as of the date of this presentation or as of the date they are made, and we undertake no obligation to update those statements.

Disclosure

In this presentation, we may refer to some non-GAAP financial measures. For a reconciliation of these measures to the most comparable GAAP measures and a glossary of financial measures, we refer you to the press release and financial supplement that we have made available in connection with this presentation and our most recent annual report on Form 10-K filed with the Securities and Exchange Commission (SEC) as updated by our subsequent periodic filings with the SEC. See the "For Investors" section at Travelers.com.

For further information, please see Travelers reports filed with the SEC pursuant to the Securities Exchange Act of 1934 which are available at the SEC's website (www.sec.gov).

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