



# Claims Partnership. Beyond the Bond.

The Bond Claims team plays a vital role in supporting the underwriting function and strengthening the overall effectiveness of our organization.

## How the Bond Claims team supports Underwriting.

### Enhancing Partnerships and Providing Strategic Assistance

Our commitment extends beyond managing claims efficiently – our goal is to be a collaborative partner to underwriters and agents, ensuring robust risk assessment, smoother account management and innovative solutions to complex situations.

### Core Support for Underwriting

#### Partner-focused Collaboration

We see underwriters and agents as key partners, working closely with them to facilitate lasting relationships with our accounts. Our proactive communication and solution-oriented approach foster trust and mutual success. We take pride in taking the time to listen to our underwriters and agents and work to develop outcomes that meet everyone's needs.

#### Negotiating General Indemnity Agreements

Our team brings deep knowledge and insight to the table when negotiating changes to our General Indemnity Agreement. By collaborating on these agreements, we help ensure that terms reflect the best interests of all parties in a manner that creates an appropriate resolution.

#### Handling Complex Indemnity Situations

Some indemnity matters present unique challenges, such as those involving private equity firms, tribal entities or other nontraditional ownership structures. Our experience in navigating these complex scenarios helps underwriters manage risk and craft effective solutions.

## International Indemnity Involvement

Our reach extends to international accounts where we play an active role in addressing indemnity issues that cross borders. This experience supports underwriters as they expand into global markets and confront jurisdictional differences.

## Contract Review

The Bond Claims team reviews a wide range of contracts, providing essential insights that help underwriters and accounts identify potential risks and avoid pitfalls before agreements are finalized.

## Drafting “Good Guy” Letters

We help draft “good guy” letters as tailored support for complex accounts, demonstrating our commitment to partnership. This collaboration ensures each letter aligns with company policy and supports strategic underwriting direction.

## Flexible Support for Underwriting Opportunities

Our team is always open to assisting in any area that underwriting identifies as an opportunity for positive impact. Whether it's a new business initiative, a challenging account or an emerging risk, we're eager to collaborate and deliver value.



The Bond Claims team delivers a proactive and multifaceted approach to supporting complex surety accounts. Our support empowers underwriting to make informed decisions and build successful partnerships.

**Contact us today or learn more  
at [TheHartford.com/bond](https://TheHartford.com/bond)**



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